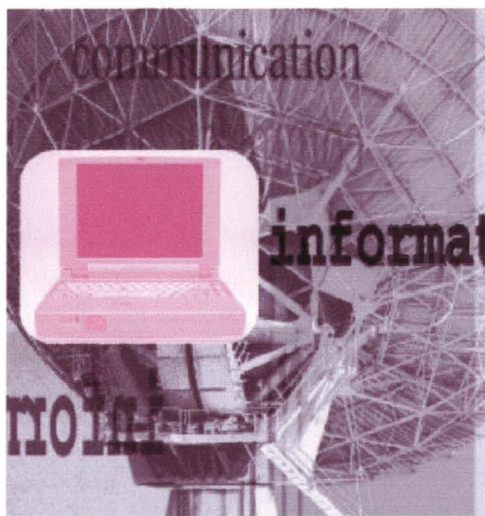


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IMPROVING THE COMMUNICATION PROCESS



A Satisfaction Survey of Employees within the Department of Social Services on the new communication tool "SCDSS E-News"

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Project Paper
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STATE DOCUMENTS

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Introduction

The South Carolina Department of Social Services (SCDSS) Procurement Office and the Office of Information Systems partnered to develop a better method to communicate important information to all SCDSS employees. This collaborative effort between the two offices resulted in the development of the on-line newsletter titled "*SCDSS E-NEWS*".

The e-mail based newsletter was developed as a joint venture with the following goals:

- 1) To provide an efficient, expedient manner in which relevant information is made available to all employees.
- 2) To decrease costs associated with distribution of information, directive and manual memos. Saving the agency time and money and improving the responsiveness to customers.

SCDSS, as well as all state agencies, have been meeting the challenge of working smarter to help reduce costs while still being productive and effective. The "*SCDSS E-NEWS*" was a step in that direction.

Purpose of Project

The purpose of this project is to develop and conduct a satisfaction survey of full-time SCDSS employees. The survey is the formal assessment of the "*SCDSS E-News*" and will measure the satisfaction of the new communication method as well as find any improvements that can be made to this new system.

Problem Statement

With budget reductions and loss of employees it was quickly being recognized that the traditional way of doing business was not going to work any longer. The agency had already begun work on a forms automation process and a committee was charged

with automating all SCDSS forms and making them available on-line via Lotus Notes (the agency's e-mailing and messaging system). The idea of "*SCDSS E-News*" evolved from the automation of forms.

In the spring of 2002, the Procurement Office of SCDSS was given a new task of being in charge of all Directive Memos, Information Memos, and Manual Memos. These memos represent the formal communication by the State Office of SCDSS to all employees within the agency. Being in charge of this new task, I wanted a faster and more efficient way of distributing the material to all employees. The previous method of distribution was time-consuming and costly, with copying, mailing and distributing material to all SCDSS offices through out the state. The number of copies for each grouping of staff by title and the number of copies by office were kept in a formal "Distribution List" (see **Appendix A**). With crucial material taking more than a week to reach recipients it was apparent that immediate action needed to take place.

I approached the Information Systems office to help me resolve what I saw as a problem or at least something that needed to change. The team utilized the same technology as was provided for the forms automation team so as to not over duplicate efforts and to provide seamless continuity among platforms of operation. Therefore, the use of Lotus Notes continued to be the vehicle of delivering important documents to employees.

This project will attempt to illustrate how two divisions of SCDSS came together to help improve the communication process. Also, this project has a secondary but still important to the agency as well as the state and that is the cost savings of electronic information in place of paper.

Quick information to the front line workers of the agency is vital to its customers. As stated in the agency's Mission statement, "The agency's goal is to help people live better lives". With constantly changing rules, regulations, and other information that can be life sustaining to our client population, it is important that our employees receive communication from headquarters as rapidly as possible.

Background Information

In the spring of 2002 SCDSS reorganized administrative offices and the Information Management Office was disband and placed under the Procurement Office. The Information Management Office was the office that managed, maintained, and distributed directive, information and manual memos for the agency:

- ❖ Directive Memos - Material that requires action to be taken by staff.
- ❖ Information Memos - General informational material that advises or notifies staff.
- ❖ Manual Memos - Memo introducing a new manual or a revision to an existing manual.

The distribution method was based on a complicated listing that is represented in the SCDSS "Distribution List"(see **Appendix A**). The list was the tool to indicate how many copies of each memo were needed in particular areas and how many to send out based on whom the memos were directed to as well as their locations. The number of copies for directive and information memos could go as high as the current number of SCDSS employees, an estimated 4,500. The number of manual memos depended on type of manuals and who were to receive the manuals, these numbers changed frequently.

With the close of the Information Office and with fewer staff to manage the original system, a need for change was apparent. Since the origination of the Forms

Automation Committee there was a push for the agency to become more electronic based and less paper oriented. The Procurement Office and the Office of Information Systems saw an opportunity to create something innovative and dynamic concerning the way the agency communicated with their employees. The two offices worked closely together and information was gathered informally on what employees felt was the best way to distribute paper information. In the summer of 2002 a power point presentation was presented of the County Directors, Division Directors and the State Director (see **Appendix B**). This was the first time that management was given a preview of the “SCDSS E-News”. It was met with glowing reviews by management and permission was given to proceed with releasing an introductory edition on August 13, 2002 (see **Appendix C**). This introduction was to let the employees know of the upcoming plans of how they will be receiving their directive, information and manual memos. The first official memo was released on September 19, 2002 (see **appendix D**). The first memo was signed and approved by Acting Deputy State Director, Cliff White. It included the instructions on how to read and access the memos and general announcements. This memo was also the last paper version of the memos.

Survey Methodology

The survey was constructed with four distinct sections and two open-ended question totaling sixteen questions in all (see **appendix E**).

1. Demographic Information: this section was to provide information on who was taking the survey by employee position and their location.

2. Usefulness: each of these questions were constructed to find out how the employees felt about the value of the “SCDSS E-News” and what they find useful in this new system toward their job.
3. Content: to understand more on the amount of information that was being delivered to the employee and how it was being delivered as well as the look of the system.
4. Functionality: the section was to find out how the employee used the system and to see what their overall thoughts on the positive and negative aspects of the “SCDSS E-News”.
5. Pros and Cons: there were two open-ended questions asking what they liked most and least about the system.

I decided to use a web-based mechanism for collecting my survey responses. The site is SurveyMonkey.com and its software helped me select different type of questions from likert scaling to multiple choice as well as opened questions. This software allowed me to paste a link into my internal work email for easy access and it allowed me to track the answers in real time. Once the survey was complete the software provided statistical analyses that was downloadable (**see Appendix G**).

After discussion with several managers and the IT department a decision was made that the survey would be sent to a cross section of locations and that all the employees in those locations would receive the survey through the agency’s internal e-mail system. These locations represented several SCDSS county offices that ranged in size from small to large based on the number of employees and five regional offices and division directors in the state administration office. The IT department

provided me with group emails for these locations and the number of employees in each of the groups. An e-mail introducing the survey (**see appendix F**) was sent to a total of 768 employees. This e-mail explained who was sending the survey, why the survey was being sent, the time that the survey closes and the link to access the survey. The employees had one week complete the survey. Reminder e-mail was distributed mid-point of the survey period to encourage participation (**see appendix F**). Approximately 41 percent responded to the survey.

Survey Findings

Demographic Information:

A total of 314 responded to the survey with 309 completing the first question that identified their position in the agency. Human Services Specialist was the largest number of employees identified, 128 (41%). The next was under the category of “Other”, 104 (34%). The majority of respondents were located in a county office (88%) the remaining respondents were split between state office (7%) and regional offices (6%).

Usefulness:

On a likert scale three questions were presented and the respondents were to rate each question on a 1 – 5 response scale from strongly disagrees to strongly agree. All the questions in the scale had ‘agree’ as the largest response with 56% agreeing that the “SCDSS E-News” is a positive communication tool for the agency, 62% responded that “SCDSS E-News” was user friendly and 48% said that receiving the “SCDSS E-News” via email was an efficient method of receiving information.

Two other questions in this section were about general announcements.

Respondents were asked to select which general announcement they were most likely to read. The top ranking office was the Office of the State Director at 84%, with Staff Development and Training at 70%, Press Releases at 68% and Human Services at 64%. When asked which general announcement was most useful to their job 31% of the responses was for the Office of Human Services with the Office of the State Director (24%) coming in second and Staff Development and Training (17%) coming in third. The qualitative question in this section asked if there were other areas of the agency that they would like to receive general announcements. Most of the responses did not select an area of the agency that was not already represented. But, statements such as the following were made; *Let's share more of the "good news" regarding DSS employees and various initiatives*. Some of the responses were also asking for information from DHEC, another state agency.

Content:

When asked about the amount of information that was being received the respondents overwhelmingly selected that they were receiving just the right amount of information (75%). When it came to the overall design of the "SCDSS E-News" 70% agreed that they liked the design of the system. The following are examples of statements from an open-ended question asking what the respondents would like to see added to the content of the system:

1. *I cannot thank of anything else that you can add. It gives me the information that I need and I am glad that we are communicating in this manner because it is so useful and it should save us money. If I want to*

refer back to one I don't have to be looking in my draw trying to figure out where I put it, I can just go to notes and locate the document.

2. *Things happening with employees.*
3. *I think we should stop using the broadcasts system altogether and use SCDSS E-news instead.*
4. *I really haven't thought about that! However, I do like the letters from Ms. Aydlette. They make me feel as though we are connected. The budget cuts have made it impossible to meet with co-workers in other counties to brainstorm on ways to do our jobs. They have also made general living interesting since we were not overpaid to begin with. But it is nice to know that we have a caring director.*
5. *Anything that would help the communication between county and state offices. With all the changes that are ongoing, it is nice to keep staff up to date on current changes within the agency regarding policy, government restructuring, etc.*

Functionality:

When asked to select how often memos were printed there was a strong response to the statement "Only when it directly relates to my job" (82%). Some of the respondents said they printed the memos to post in their office (16%). On a likert scale question (1-5 rating) 62% 'agreed' that it was easy to identify memos/general announcements that pertain directly to their job duties and only 8% 'disagreed'. When it came to the searching function of the system 43% of the respondents said they sometimes used this function and 25% said not at all and 12% said don't know how. The respondents also felt that the "SCDSS E-News" should only be published once a week (45%) and some felt that it should be published once a day (25%). Overall the respondents rated the "SCDSS E-News" very good (44%), good (35%) and excellent (13%).

Pros and Cons:

Respondents were provided the opportunity to make open-ended comments related to what they liked most and least about the "SCDSS E-News". The following are selected responses in these categories:

Pros:

1. *It keeps us informed of what is going on within the agency.*
2. *You can view it at your convenience, you can delete if it is not beneficial to you, and you can save important items to a folder.*
3. *Receiving information timely. It used to take several days to get to the counties.*

Cons:

1. *Medicaid bulletins*
2. *Need more info on work force, job placements and training for DSS clients.*
3. *Like it all "should give at a boy" to whomever came up with the idea.*

(see appendix G for complete survey results)

Recommendations and Future Implications

Since the creation of "SCDSS E-News" a total of 212 memos have been sent to employees electronically. This system has allowed the agency to save on the cost of copying each memo. On average, a memo is two pages in length and usually directed to a total of 428 employees. If the average is used to calculate a savings for the 212 memos at a cost per copy of \$0.015 per page then the estimated savings since the creation of the electronic system is \$2,722 for copying the memos. But, the cost of the average memo can be greatly skewed with one large memo to all employees. For example, on October 23, 2003 a Directive Memo, D03-41, of a total of fifteen (15) pages was directed to all staff (4,500 employees is the average on that date). The actual cost to copy that one memo would have been, \$1,012. As you can see the number of pages and the number of

people to receive the memos can vary from memo to memo. This system has allowed us not only to save in the copy cost but also in administrative time and cost of mailing through inter-agency mail.

There were some concerns in the beginning that employees would print every memo that was received. As the survey showed, the majority of employees (82%) only printed directive or information memos that related to their job.

If one thing became clear through the survey is that the employees are pleased to have communication from the top and access to information quickly. The majority of the respondents clearly stated that they liked to hear from the State Director. Also, in the past, only memos that were directed to certain employees received the information. Now, all employees have access and are generally interested in what other areas in the agency are doing.

The survey has provided some recommendations from the employees through the open-ended questions. One of the least favorite items that are published is the Medicaid bulletin, I recommend that we look at having those bulletins removed or have another system of delivery for these bulletins. Also, several people mentioned that the newsletter was sent to often. The system could be re-worked so that the newsletter is sent less often, but that might create too much information at one time. This will have to be studied a little more to make a clear decision.

Overall the survey resulted in positive feed back for the "*SCDSS E-News*". I believe this positive feedback shows that electronic platforms could be used and accepted in other areas of the agency. A few ideas that could be used in electronic platform are procedure manuals, requisitions, and document imaging for files. The SCDSS needs to

continue to move forward to help make communication stronger but being mindful of cost savings. This survey has shown that employees are read and interested in making a change in business practices, which not only benefit the agency, but will also improve their work environment.

CPM PROJECT COURSE

Office Of Human Resources

I release the materials submitted and final copy of my CPM project paper for reproduction, distribution, publication or other educational purposes by the Office of Human Resources.

Signature: William M. Bishop

Name: William M. Bishop

APPENDICES

INFORMATION, DIRECTIVE
AND
MANUAL MEMO

DISTRIBUTION LIST

Effective: March '29, 2001

INFORMATION AND DIRECTIVE MEMO DISTRIBUTION KEY

- A - Executive Staff
- B - Division Directors
- C - County Directors
- D - Economic Services Supervisors
- E - Economic Services Workers
- F - Human Services Supervisors
- G - Human Services Workers
- H - All Staff
- I - All State Office Staff Only
- J - All County Office Staff Only

INFORMATION AND DIRECTIVE MEMO DISTRIBUTION TOTALS

- ___ A - Executive Staff = 40
- ___ B - Division Directors = 125
- ___ C - County Directors = 263
- ___ D - Economic Services Supervisors = 341
- ___ E - Economic Services Workers = 1369
- ___ F - Human Services Supervisors = 369
- ___ G - Human Services Workers = 1270
- ___ H - All Staff = 5637
- ___ I - All State Office Staff Only = 1318
- ___ J - All County Office Staff Only = 4348

For State Office Distributions A or B, automatically add 46 copies - 1 each for county directors.

For State Office Distributions utilize B unless going only to Executive Staff or Division Directors, then use A or B.

INFORMATION AND DIRECTIVE MEMO DISTRIBUTION
State Office

<u>UNIT</u>	<u>ROOM</u>	<u>A</u>	<u>B</u>	<u>C</u>	<u>D</u>	<u>E</u>	<u>F</u>	<u>G</u>	<u>H</u>	<u>I</u>	<u>J</u>
OIS/Sup Svcs	102	0	1	0	0	0	0	0	17	17	0
OIS/Systems Plan	203-14	1	1	0	1	1	0	0	1	1	1
Child's Helpline	204	2	2	2	2	2	2	2	2	2	2
Info Syst Div	206	0	2	2	2	2	2	2	2	2	0
Info Sy D&A	211-14	0	0	0	0	0	0	0	10	10	0
Info Sy Net & Com	212-2	0	1	1	0	0	0	0	50	50	0
Proc-Gr & Printing	213-10	0	0	0	0	0	0	0	0	0	0
Dir Info Sy	216	0	0	1	0	0	0	0	3	3	0
Chief of Planning	217	0	0	0	0	0	0	0	1	1	0
Info Sy Apl	218	0	4	0	0	0	0	0	26	26	0
Dir/Systems P&D	223	0	2	2	2	2	2	2	2	2	2
PC App/Epln/Y2000	225-4	0	0	0	0	0	0	0	6	6	0
HRM	301	0	4	4	0	0	0	0	34	34	4
Procurement	309	0	1	1	0	0	0	0	14	14	0
Int Doc Mgmt	309	2	2	2	2	2	2	2	2	2	2
SD&T	312	0	6	6	5	5	5	5	30	30	6
Dir Dept Svcs	328	1	3	3	0	0	0	0	25	25	1
Div Finance	406	0	1	4	0	0	0	0	38	38	1

INFORMATION AND DIRECTIVE MEMO DISTRIBUTION
State Office

<u>UNIT</u>	<u>ROOM</u>	<u>A</u>	<u>B</u>	<u>C</u>	<u>D</u>	<u>E</u>	<u>F</u>	<u>G</u>	<u>H</u>	<u>I</u>	<u>J</u>
GAFRS	418	0	1	1	0	0	0	0	4	4	0
Budg & Co Sy	421	1	1	1	1	1	1	1	20	20	0
Dir Audits	433	2	2	1	1	1	1	1	22	22	1
Asst Dir P/P Dev	502	0	10	10	10	10	10	10	22	22	10
Adult Svcs	504-3	0	1	1	1	1	1	1	13	13	1
Chi Pro Svcs	507	1	5	1	0	0	4	4	30	30	0
Dir Human Svcs	507	0	2	2	0	0	2	2	3	3	2
HS/FC/Adopt	513-8	0	2	2	0	0	2	2	35	35	0
Dir Lic/Reg Svcs	520	0	1	1	0	0	1	1	1	1	1
State Director	601	1	1	1	1	1	1	1	5	5	1
Econ & Bus Aff	605	1	1	1	1	1	1	1	3	3	1
Constituent Svcs	609-5	1	1	1	1	1	1	1	1	1	1
Dep St Dir/PPO	610	2	1	1	1	1	1	1	5	5	1
Admin & Prog Sup	611	2	2	2	0	0	0	0	5	5	0
Public Affairs	613	1	1	1	1	1	1	1	6	6	0
Plan & Res	619	5	5	5	5	0	5	0	16	16	0
General Counsel	622	1	0	1	0	0	0	0	16	16	1
Spec Invest	624	0	1	1	0	0	0	0	8	8	0

INFORMATION AND DIRECTIVE MEMO DISTRIBUTION
State Office

<u>UNIT</u>	<u>ROOM</u>	<u>A</u>	<u>B</u>	<u>C</u>	<u>D</u>	<u>E</u>	<u>F</u>	<u>G</u>	<u>H</u>	<u>I</u>	<u>J</u>
Dep St Dir/C&RO	628	1	1	1	1	1	1	1	3	3	1
Regional & Cty Op	628	1	8	8	0	0	0	0	20	20	7
HHSFC	C&S	3	3	3	3	3	3	3	3	3	3
MTS	Dut Sq	0	0	4	0	0	0	0	30	30	0
Dir FI	Forest	6	6	9	9	9	9	9	78	78	9
Prog Qual Ass	Landmark	0	2	2	0	0	0	0	21	21	2
Audits/Food Pro	Landmark	0	2	2	0	0	0	0	7	7	0
CAPSS	Landmark	0	2	2	0	0	2	2	67	67	0
Investigations	Landmark	0	1	0	1	1	0	0	8	8	0
CSE-Leg I	St Ridge	0	1	1	0	0	6	0	42	42	0
CDC Reg II, Lex	2-Notch	0	0	1	0	0	0	0	1	1	1
CDC Reg V, Cola	2-Notch	0	0	1	0	0	0	0	1	1	1
SD&T	2-Notch	0	1	1	0	0	0	0	15	15	0
CSE Cen Enf	H102	1	1	1	1	0	0	0	1	1	0
CSE-Leg II	H103	0	1	1	1	1	1	1	47	47	1
Of/Admin Hearings	H201	0	1	1	1	1	1	1	10	10	1
Dir CSE & Prog	H202	0	3	3	3	0	0	0	64	64	0
CS-Regional Op	H203	1	1	1	0	0	0	0	3	3	1

INFORMATION AND DIRECTIVE MEMO DISTRIBUTION
State Office

<u>UNIT</u>	<u>ROOM</u>	<u>A</u>	<u>B</u>	<u>C</u>	<u>D</u>	<u>E</u>	<u>F</u>	<u>G</u>	<u>H</u>	<u>I</u>	<u>J</u>
Prog Admin CSE	H302	0	1	1	0	0	0	0	15	15	0
Dir CSE	H303	3	3	3	3	0	0	0	4	4	0
CSE Finance	H304	0	2	2	0	0	0	0	67	67	0
Med Support	H305	0	5	5	5	5	2	2	15	15	5
Adopt Region I	Rk Hl	0	2	2	1	1	2	15	15	0	15
Adopt Region II	Gmnv	0	1	4	0	0	3	20	23	0	0
Adopt Region III	St Mat	0	1	1	0	0	3	1	1	0	1
Adopt Region IV	Flor	0	1	1	0	0	6	20	28	28	0
Adopt Region V	Cola	0	1	1	1	1	2	12	14	14	1
Adopt Region VI	Char	0	1	0	0	0	1	1	16	16	1
Adopt Region VII	Cola	0	1	1	1	1	2	12	14	14	1
CSE-Leg, Char	Char	0	0	1	0	0	4	28	46	0	46
CSE-Leg, Flor	Flor	0	0	1	0	0	0	0	42	42	0
CSE-Leg, Gmnv	Gmnv	0	0	1	0	0	2	2	49	2	0
CSE-Leg, Horry	Horry	0	1	0	0	0	0	0	1	0	0
Flor-QC	Flor	0	1	1	1	1	1	1	7	7	1
Gmnv-QC	Gmnv	0	1	1	5	1	1	1	6	6	1
CDC Reg I	Char	0	0	1	0	0	0	0	1	1	1

INFORMATION AND DIRECTIVE MEMO DISTRIBUTION
State Office

<u>UNIT</u>	<u>ROOM</u>	<u>A</u>	<u>B</u>	<u>C</u>	<u>D</u>	<u>E</u>	<u>F</u>	<u>G</u>	<u>H</u>	<u>I</u>	<u>J</u>
CDC Reg III	Grnv	0	0	0	1	0	0	0	7	7	1
CDC Reg IV	Flor	0	0	0	1	0	0	0	1	1	1
CDC Reg VI	Rk Hl	0	1	0	0	0	0	0	1	1	1
MTS-Aiken	Aiken	0	0	1	0	0	0	0	11	11	0
MTS-Anderson	Andsn	0	0	1	0	0	2	0	13	13	0
MTS-Bamberg	Bmbrg	0	0	1	0	0	2	0	14	14	0
MTS-Beaufort	Beaufort	0	0	1	0	0	0	0	7	7	0
MTS-Florence	Flor	0	0	1	0	0	2	0	13	13	0
MTS-Greenville	Grnv	0	0	1	0	0	0	0	13	13	0
MTS-Greenwood	Grwd	0	0	1	0	0	0	0	8	8	0
MTS-Horry	Myrtle	0	0	1	0	0	0	0	11	11	0
MTS-Low Country	Char	0	0	1	0	0	5	0	23	23	0
MTS-Midlands	Cola	0	0	1	0	0	4	15	23	23	0
MTS-Spartanburg	Spart	0	0	1	0	0	3	0	11	11	0
MTS-Sumter	Sum	0	0	1	0	0	2	5	9	0	9
MTS-Tri-City	Ben	0	0	1	0	0	0	0	4	4	0
MTS-York	Rk Hl	<u>0</u> 40	<u>0</u> 125	<u>2</u> 146	<u>0</u> 76	<u>0</u> 58	<u>4</u> 121	<u>14</u> 206	<u>18</u> 1450	<u>18</u> 1308	<u>2</u> 153

INFORMATION AND DIRECTIVE MEMO DISTRIBUTION
County Offices

<u>UNIT</u>	<u>ROOM</u>	<u>C</u>	<u>D</u>	<u>E</u>	<u>F</u>	<u>G</u>	<u>H</u>	<u>I</u>	<u>J</u>
Abbeville	01	1	2	13	1	5	34	0	34
Aiken	02	1	0	2	0	2	165	0	165
Allendale	03	1	3	14	2	10	44	0	44
Anderson	04	1	8	61	17	56	134	1	134
Bamberg	05	2	5	15	4	8	36	0	36
Barnwell	06	2	6	22	4	10	48	0	48
Beaufort	07	1	5	37	4	30	100	0	100
Berkeley	08	6	10	55	11	50	130	0	130
Calhoun	09	2	4	13	5	11	35	1	35
Charleston	10	11	20	87	20	90	360	0	360
Cherokee	11	1	2	26	3	17	52	0	52
Chester	12	1	3	12	3	19	55	0	55
Chesterfield	13	2	7	33	6	24	80	1	80
Clarendon	14	1	4	35	2	10	60	0	60
Colleton	15	1	4	19	3	13	71	0	71
Darlington	16	2	10	40	4	16	126	0	126
Dillon	17	4	7	21	4	11	65	0	65
Dorchester	18	3	6	35	5	30	94	0	94

INFORMATION AND DIRECTIVE MEMO DISTRIBUTION
County Offices

<u>COUNTY</u>	<u>NUMBER</u>	<u>C</u>	<u>D</u>	<u>E</u>	<u>F</u>	<u>G</u>	<u>H</u>	<u>I</u>	<u>J</u>
Edgefield	19	1	2	15	2	10	31	0	31
Fairfield	20	2	5	22	4	12	48	0	48
Florence	21	6	12	76	7	29	166	0	166
Georgetown	22	6	4	25	2	10	54	0	54
Greenville	23	1	13	11	9	36	156	5	156
Greenwood	24	8	6	24	6	12	50	0	50
Hampton	25	1	2	12	2	7	54	0	54
Horry	26	2	9	57	6	37	144	0	152
Jasper	27	1	3	13	3	11	48	0	48
Kershaw	28	2	2	15	3	15	58	0	58
Lancaster	29	2	3	24	3	20	65	0	65
Laurens	30	1	3	13	2	11	60	0	60
Lee	31	2	3	16	3	8	40	0	40
Lexington	32	2	6	27	10	47	120	0	120
McCormick	33	1	2	5	2	5	21	0	21
Marion	34	1	6	50	3	18	86	0	86
Marlboro	35	3	7	30	8	21	62	0	62
Newberry	36	8	8	26	8	14	50	0	50

INFORMATION AND DIRECTIVE MEMO DISTRIBUTION
 County Offices

<u>COUNTY</u>	<u>NUMBER</u>	<u>C</u>	<u>D</u>	<u>E</u>	<u>F</u>	<u>G</u>	<u>H</u>	<u>I</u>	<u>J</u>
Oconee	37	3	2	19	4	17	48	0	48
Orangeburg	38	11	10	52	6	45	155	0	155
Pickens	39	2	4	25	6	28	65	0	65
Richland	40	1	16	65	12	66	313	0	313
Saluda	41	2	4	11	4	10	30	2	30
Spartanburg	42	1	8	35	17	75	240	0	240
Sumter	43	1	8	44	8	37	135	0	135
Union	44	1	3	11	2	5	33	0	33
Williamsburg	45	1	1	4	1	2	55	0	55
York	46	<u>1</u>	<u>7</u>	<u>44</u>	<u>7</u>	<u>44</u>	<u>111</u>	<u>0</u>	<u>111</u>
		117	265	1311	248	1064	4187	10	4195

MANUAL MEMO DISTRIBUTION KEY

- 1 - Administration
- 2 - Personnel Administration Policy and Procedure
- 3 - Adult Services
- 4 - Family Preservation and Child Welfare Services
- 5 - Homemaker Services
- 6 - Medicaid
- 7 - Finance
- 8 - Information Systems (Vol. XI, CIS and Terminal Operator's Guide)
- 9 - Computer Systems Users Guide (CSUG)
- 10 - Division of Investigation
- 11 - Recipient Claims
- 12 - Disaster Response Services
- 13 - Personal Care Aide Services
- 14 - Child Support Enforcement
- 15 - Internal Audits
- 16 - Transportation
- 17 - Teen Companion
- 18 - Family Independence
- 19 - Case Management

MANUAL MEMO DISTRIBUTION TOTALS

1 - Administration

State Office	105
County Offices	293
Outside Mail	1
Library	<u>15</u>
TOTAL	414

2 - Personnel Admin Policy & Procedure

State Office	134
County Offices	265
Library	<u>15</u>
TOTAL	414

3 - Adult Services

State Office	81
County Offices	396
Outside Mail	6
Library	<u>15</u>
TOTAL	498

4 - Fam Pres/Child Welfare Services

State Office	137
County Offices	1050
Outside Mail	62
Library	<u>15</u>
TOTAL	1264

5 - Homemaker Services

State Office	36
County Offices	365
Library	<u>15</u>
TOTAL	416

6 - Medicaid

State Office	81
County Offices	746
Outside Mail	132
Library	<u>15</u>
TOTAL	974

7 - Finance

State Office	98
County Offices	179
Library	<u>15</u>
TOTAL	292

8 - Information Systems

State Office	119
County Offices	716
Outside Mail	43
Library	<u>15</u>
TOTAL	893

MANUAL MEMO DISTRIBUTION TOTALS

9 - Computer Systems Users Guide (CSUG)

State Office	148
County Offices	973
Outside Mail	47
Library	<u>15</u>
TOTAL	1183

10 - Division of Investigation

State Office	66
County Offices	270
Outside Mail	1
Library	<u>15</u>
TOTAL	352

11 - Recipient Claims

State Office	79
County Offices	215
Outside Mail	30
Library	<u>15</u>
TOTAL	339

12 - Disaster Response Services

State Office	54
County Offices	345
Library	<u>15</u>
TOTAL	414

13 - Personal Care Aide Services

State Office	47
County Offices	160
Library	<u>15</u>
TOTAL	222

14 - Child Support Enforcement

State Office	63
County Offices	298
Library	<u>15</u>
TOTAL	376

15 - Internal Audits

State Office	56
County Offices	128
Library	<u>15</u>
TOTAL	199

16 - Transportation

State Office	35
County Offices	241
Library	<u>15</u>
TOTAL	291

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MANUAL MEMO DISTRIBUTION TOTALS

17 - Teen Companion

State Office	48
County Offices	337
Library	<u>15</u>
TOTAL	400

18 - Family Independence

State Office	59
County Offices	607
Library	<u>15</u>
TOTAL	681

19 - Case Management

State Office	112
County Offices	929
Outside Mail	12
Library	<u>15</u>
TOTAL	1068

MANUAL MEMO DISTRIBUTION
State Office

<u>UNIT</u>	<u>ROOM</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>
OIS/Sup Svcs	102	0	0	0	0	0	0	0
OIS/Systems Plan	203-14	0	0	0	0	0	0	0
Child's Helpline	204	0	1	0	1	0	0	0
Info Syst Div	206	2	2	2	2	0	2	2
Info Sy D&A	211-14	0	0	0	0	0	0	0
Info Sy Net & Com	212-2	1	1	0	0	0	0	1
Proc-Gr & Printing	213-10	2	2	2	2	2	2	2
Dir Info Sy	216	0	1	0	0	0	0	1
Chief of Planning	217	0	0	0	0	0	0	0
Info Sy Apl	218	0	0	2	0	0	0	1
Dir/Systems P&D	223	0	1	0	0	0	0	1
PC App/Epln/Y2000	225-4	0	2	0	0	0	0	0
HRM	301	4	4	0	0	0	0	4
Procurement	309	1	1	0	0	0	0	1
Int Doc Mgmt	309	2	2	2	2	2	2	2
SD&T	312	5	5	5	5	5	5	5
Dir Dept Svcs	328	3	2	2	0	0	0	1
Div Finance	406	4	4	1	0	1	1	4

MANUAL MEMO DISTRIBUTION
State Office

<u>UNIT</u>	<u>ROOM</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>
GAFRS	418	1	1	0	1	0	1	1
Budg & Co Sy	421	4	4	1	1	1	4	1
Dir Audits	433	2	2	1	1	1	1	2
Asst Dir P/P Dev	502	1	1	0	1	0	0	1
Adult Svcs	504-3	1	3	11	0	11	1	1
Chi Pro Svcs	507	1	0	2	2	1	1	1
Dir Human Svcs	507	0	1	1	1	0	0	0
HS/FC/Adopt	513-8	1	1	1	2	0	0	1
Dir Lic/Reg Svcs	520	0	2	2	0	0	0	0
State Director	601	1	1	1	1	1	0	1
Econ & Bus Aff	605	1	1	0	0	0	0	1
Constituent Svcs	609-5	1	1	1	0	0	0	0
Dep St Dir/PPO	610	1	1	1	0	0	0	0
Admin & Prog Sup	611	1	1	1	1	1	0	1
Public Affairs	613	1	1	1	0	0	0	0
Plan & Res	619	1	1	0	0	0	0	0
General Counsel	622	1	4	1	1	0	1	0
Spec Invest	624	0	1	1	1	0	0	1

MANUAL MEMO DISTRIBUTION
State Office

<u>UNIT</u>	<u>ROOM</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>
Dep St Dir/C&RO	628	1	1	1	0	0	0	0
Regional & Cty Op	628	2	2	0	0	0	0	0
HHSFC	C&S	0	0	0	0	0	8	0
MTS	Dut Sq	5	5	1	5	0	0	5
Dir FI	Forest	4	7	0	0	0	1	3
Prog Qual Ass	Landmark	3	2	2	2	2	10	1
Audits/Food Pro	Landmark	2	2	0	1	0	0	2
CAPSS	Landmark	2	2	1	2	2	0	2
Investigations	Landmark	1	1	1	5	0	0	1
CSE-Leg I	St Ridge	2	1	0	0	0	0	1
CDC Reg II, Lex	2-Notch	0	1	1	0	0	0	0
CDC Reg V, Cola	2-Notch	0	1	1	0	0	0	0
SD&T	2-Notch	1	1	1	1	1	1	1
CSE Cen Enf	H102	1	1	0	0	0	0	1
CSE-Leg II	H103	1	1	1	1	1	1	1
Of/Admin Hearings	H201	1	1	1	5	0	0	0
Dir CSE & Prog	H202	3	3	3	3	0	0	3
CS-Regional Op	H203	1	1	0	0	0	0	1

MANUAL MEMO DISTRIBUTION
State Office

<u>UNIT</u>	<u>ROOM</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>
Prog Admin CSE	H302	1	1	2	0	0	0	0
Dir CSE	H303	3	3	0	3	0	3	3
CSE Finance	H304	0	0	2	0	0	0	1
Med Support	H305	2	2	1	1	1	15	2
Adopt Region I	Rk Hl	1	0	0	0	0	0	1
Adopt Region II	Grnv	0	5	0	5	0	1	1
Adopt Region III	St Mat	0	3	0	15	0	0	1
Adopt Region IV	Flor	1	1	0	20	0	6	1
Adopt Region V	Cola	1	1	1	10	0	1	1
Adopt Region VI	Char	1	1	0	1	0	0	1
Adopt Region VII	Cola	1	1	1	10	0	1	1
CSE-Leg, Char	Char	1	1	1	0	0	0	0
CSE-Leg, Flor	Flor	1	1	0	0	0	0	2
CSE-Leg, Grnv	Grnv	1	1	0	0	0	0	2
CSE-Leg, Horry	Horry	0	0	0	0	0	0	0
Flor-QC	Flor	1	1	1	1	1	5	1
Grnv-QC	Grnv	1	1	1	1	1	2	1
CDC Reg I	Char	0	1	1	0	0	0	0

MANUAL MEMO DISTRIBUTION
State Office

<u>UNIT</u>	<u>ROOM</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>
CDC Reg III	Grnv	1	1	1	1	0	0	0
CDC Reg IV	Flor	0	1	1	0	0	0	0
CDC Reg VI	Rk Hl	0	1	1	0	0	0	0
MTS-Aiken	Aiken	1	1	1	1	0	0	1
MTS-Anderson	Andsn	1	1	1	1	0	0	1
MTS-Bamberg	Bmbrg	1	1	1	1	0	0	1
MTS-Beaufort	Beaufort	1	1	1	1	0	0	1
MTS-Florence	Flor	1	1	1	1	0	0	1
MTS-Greenville	Grnv	1	1	1	1	0	0	1
MTS-Greenwood	Grwd	1	1	1	1	0	0	1
MTS-Horry	Myrtle	1	1	1	1	0	0	1
MTS-Low Country	Char	1	1	1	1	0	0	1
MTS-Midlands	Cola	1	1	0	1	0	0	0
MTS-Spartanburg	Spart	3	3	0	3	0	3	0
MTS-Sumter	Sum	0	0	0	0	0	1	9
MTS-Tri-City	Ben	1	1	1	1	0	0	1
MTS-York	Rk Hl	<u>1</u>	<u>5</u>	<u>1</u>	<u>5</u>	<u>1</u>	<u>1</u>	<u>1</u>
		105	134	81	137	36	81	98

MEMO DISTRIBUTION LIST
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MANUAL MEMO DISTRIBUTION
State Office

<u>UNIT</u>	<u>ROOM</u>	<u>8</u>	<u>9</u>	<u>10</u>	<u>11</u>	<u>12</u>	<u>13</u>	<u>14</u>
OIS/Sup Svcs	102	0	0	0	0	0	0	0
OIS/Systems Plan	203-14	0	1	1	0	0	0	1
Child's Helpline	204	0	0	0	0	0	0	0
Info Syst Div	206	2	2	2	2	0	2	2
Info Sy D&A	211-14	0	1	1	0	0	2	1
Info Sy Net & Com	212-2	1	1	0	0	0	0	0
Proc-Gr & Printing	213-10	2	2	2	2	2	2	2
Dir Info Sy	216	0	0	0	0	0	0	0
Chief of Planning	217	0	0	0	0	0	0	0
Info Sy Apl	218	1	1	2	0	0	1	1
Dir/Systems P&D	223	0	1	0	0	0	0	0
PC App/Epln/Y2000	225-4	0	0	0	0	0	0	0
HRM	301	0	0	0	0	0	0	0
Procurement	309	0	0	0	0	0	0	0
Int Doc Mgmt	309	2	2	2	2	2	2	2
SD&T	312	5	5	5	5	6	5	5
Dir Dept Svcs	328	2	0	1	0	0	1	0
Div Finance	406	1	1	1	1	1	1	1

MANUAL MEMO DISTRIBUTION
State Office

<u>UNIT</u>	<u>ROOM</u>	<u>8</u>	<u>9</u>	<u>10</u>	<u>11</u>	<u>12</u>	<u>13</u>	<u>14</u>
GAFRS	418	0	0	0	0	0	0	0
Budg & Co Sy	421	1	1	1	1	1	1	1
Dir Audits	433	2	2	1	2	2	1	1
Asst Dir P/P Dev	502	0	0	0	0	0	0	0
Adult Svcs	504-3	2	2	0	0	0	3	0
Chi Pro Svcs	507	1	0	0	1	0	0	0
Dir Human Svcs	507	0	0	0	0	0	0	0
HS/FC/Adopt	513-8	2	0	0	0	0	0	0
Dir Lic/Reg Svcs	520	0	0	0	0	0	0	0
State Director	601	1	1	1	1	1	1	1
Econ & Bus Off	605	0	0	0	0	0	0	0
Constituent Svcs	609-5	0	0	0	0	0	1	0
Dep St Dir/PPO	610	1	0	0	0	0	0	0
Admin & Prog Sup	611	1	0	1	0	0	1	0
Public Affairs	613	1	0	0	0	1	0	0
Plan & Res	619	0	0	0	0	0	0	0
General Counsel	622	0	0	1	1	1	0	0
Spec Invest	624	0	0	0	0	0	0	0

MANUAL MEMO DISTRIBUTION
State Office

<u>UNIT</u>	<u>ROOM</u>	<u>8</u>	<u>9</u>	<u>10</u>	<u>11</u>	<u>12</u>	<u>13</u>	<u>14</u>
Dep St Dir/C&RO	628	1	1	1	0	1	0	0
Regional & Cty Op	628	0	3	0	0	1	0	0
HHSFC	C&S	1	1	0	0	0	0	0
MTS	Dut Sq	1	1	1	5	0	0	0
Dir FI	Forest	0	0	0	2	3	1	0
Prog Qual Ass	Landmark	4	2	2	2	2	2	7
Audits/Food Pro	Landmark	0	0	0	0	0	0	0
CAPSS	Landmark	2	3	3	3	2	0	1
Investigations	Landmark	1	0	0	0	10	2	2
CSE-Leg I	St Ridge	1	0	0	0	0	0	7
CDC Reg II, Lex	2-Notch	0	0	0	0	0	0	0
CDC Reg V, Cola	2-Notch	0	0	0	0	0	0	0
SD&T	2-Notch	1	1	1	1	1	1	1
CSE Cen Enf	H102	0	0	0	0	0	0	1
CSE-Leg II	H103	1	1	1	1	1	1	1
Of/Admin Hearings	H201	1	1	1	1	0	5	5
Dir CSE & Prog	H202	3	3	3	0	0	3	0
CS-Regional Op	H203	1	1	0	0	0	0	3

MANUAL MEMO DISTRIBUTION
State Office

<u>UNIT</u>	<u>ROOM</u>	<u>8</u>	<u>9</u>	<u>10</u>	<u>11</u>	<u>12</u>	<u>13</u>	<u>14</u>
Prog Admin CSE	H302	1	1	1	1	1	1	0
Dir CSE	H303	3	3	0	0	0	0	3
CSE Finance	H304	2	2	2	2	0	2	2
Med Support	H305	38	38	1	2	1	0	1
Adopt Region I	Rk Hl	0	0	0	0	1	0	0
Adopt Region II	Grnv	1	1	5	5	0	0	0
Adopt Region III	St Mat	0	0	0	1	0	0	0
Adopt Region IV	Flor	2	28	2	1	1	0	1
Adopt Region V	Cola	1	1	1	10	0	0	0
Adopt Region VI	Char	0	1	0	0	0	0	0
Adopt Region VII	Cola	1	1	1	10	1	0	0
CSE-Leg, Char	Char	1	1	0	0	0	0	1
CSE-Leg, Flor	Flor	1	1	0	0	0	0	2
CSE-Leg, Grnv	Grnv	1	1	0	0	0	0	2
CSE-Leg, Horry	Horry	0	1	0	0	0	1	0
Flor-QC	Flor	1	1	1	1	1	1	1
Grnv-QC	Grnv	6	6	6	2	6	2	3
CDC Reg I	Char	0	0	0	0	0	0	0

MANUAL MEMO DISTRIBUTION
State Office

<u>UNIT</u>	<u>ROOM</u>	<u>8</u>	<u>9</u>	<u>10</u>	<u>11</u>	<u>12</u>	<u>13</u>	<u>14</u>
CDC Reg III	Grnv	0	0	0	0	0	0	0
CDC Reg IV	Flor	0	0	0	0	0	0	0
CDC Reg VI	Rk Hl	0	0	0	0	0	0	0
MTS-Aiken	Aiken	0	1	1	1	0	0	0
MTS-Anderson	Andsn	0	1	1	1	0	0	0
MTS-Bamberg	Bmbrg	0	1	1	1	0	0	0
MTS-Beaufort	Beaufort	0	1	1	1	0	0	0
MTS-Florence	Flor	0	1	1	1	0	0	0
MTS-Greenville	Grnv	0	1	1	1	0	0	0
MTS-Greenwood	Grwd	0	1	1	1	0	0	0
MTS-Horry	Myrtle	0	1	1	1	0	0	0
MTS-Low Country	Char	0	1	1	1	0	0	0
MTS-Midlands	Cola	0	1	0	0	0	0	0
MTS-Spartanburg	Spart	4	4	0	0	3	0	0
MTS-Sumter	Sum	9	0	0	0	0	0	0
MTS-Tri-City	Ben	0	1	1	1	0	0	0
MTS-York	Rk Hl	$\frac{1}{119}$	$\frac{5}{148}$	$\frac{1}{66}$	$\frac{1}{79}$	$\frac{1}{54}$	$\frac{1}{47}$	$\frac{1}{63}$

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MANUAL MEMO DISTRIBUTION
State Office

<u>UNIT</u>	<u>ROOM</u>	<u>15</u>	<u>16</u>	<u>17</u>	<u>18</u>	<u>19</u>
OIS/Sup Svcs	102	0	0	0	0	0
OIS/Systems Plan	203-14	1	0	0	0	0
Child's Helpline	204	0	0	0	0	1
Info Syst Div	206	2	2	2	2	2
Info Sy D&A	211-14	0	0	0	0	0
Info Sy Net & Com	212-2	0	0	0	0	0
Proc-Gr & Printing	213-10	2	2	2	2	2
Dir Info Sy	216	0	0	0	0	0
Chief of Planning	217	0	0	0	0	0
Info Sy Apl	218	0	0	1	0	0
Dir/Systems P&D	223	0	0	0	0	0
PC App/Epln/Y2000	225-4	0	0	0	0	0
HRM	301	0	0	0	0	0
Procurement	309	0	0	0	0	0
Int Doc Mgmt	309	2	2	2	2	2
SD&T	312	5	5	5	5	5
Dir Dept Svcs	328	1	0	0	1	0
Div Finance	406	1	0	1	1	1

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MANUAL MEMO DISTRIBUTION
State Office

<u>UNIT</u>	<u>ROOM</u>	<u>15</u>	<u>16</u>	<u>17</u>	<u>18</u>	<u>19</u>
GAFRS	418	0	0	0	0	0
Budg & Co Sy	421	1	1	1	1	1
Dir Audits	433	22	1	1	2	1
Asst Dir P/P Dev	502	0	0	0	0	0
Adult Svcs	504-3	0	0	0	0	11
Chi Pro Svcs	507	0	0	0	0	0
Dir Human Svcs	507	0	0	0	0	0
HS/FC/Adopt	513-8	0	0	0	0	0
Dir Lic/Reg Svcs	520	0	0	0	0	0
State Director	601	1	0	1	1	1
Econ & Bus Aff	605	0	0	0	0	0
Constituent Svcs	609-5	0	0	0	0	0
Dep St Dir/PPO	610	0	0	0	0	0
Admin & Prog Sup	611	0	1	0	1	0
Public Affairs	613	0	0	0	0	0
Plan & Res	619	0	0	0	0	0
General Counsel	622	0	0	0	1	0
Spec Invest	624	0	0	0	0	0

MANUAL MEMO DISTRIBUTION
State Office

<u>UNIT</u>	<u>ROOM</u>	<u>15</u>	<u>16</u>	<u>17</u>	<u>18</u>	<u>19</u>
Dep St Dir/C&RO	628	1	1	0	0	0
Regional & Cty Op	628	0	0	0	0	0
HHSFC	C&S	0	1	0	1	0
MTS	Dut Sq	0	0	5	0	0
Dir FI	Forest	0	0	5	9	0
Prog Qual Ass	Landmark	2	2	2	8	2
Audits/Food Pro	Landmark	2	0	0	2	0
CAPSS	Landmark	1	0	1	2	1
Investigations	Landmark	0	0	0	0	0
CSE-Leg I	St Ridge	0	0	0	0	0
CDC Reg II, Lex	2-Notch	0	0	0	0	0
CDC Reg V, Cola	2-Notch	0	0	0	0	0
SD&T	2-Notch	1	1	1	1	1
CSE Cen Enf	H102	0	0	0	1	0
CSE-Leg II	H103	1	1	1	1	1
Of/Admin Hearings	H201	0	0	1	1	0
Dir CSE & Prog	H202	0	0	0	0	0
CS-Regional Op	H203	0	0	0	0	0

MANUAL MEMO DISTRIBUTION
State Office

<u>UNIT</u>	<u>ROOM</u>	<u>15</u>	<u>16</u>	<u>17</u>	<u>18</u>	<u>19</u>
Prog Admin CSE	H302	0	1	0	0	0
Dir CSE	H303	0	0	0	3	0
CSE Finance	H304	0	0	0	0	0
Med Support	H305	1	5	1	2	0
Adopt Region I	Rk Hl	0	0	0	0	15
Adopt Region II	Grnv	0	0	0	0	23
Adopt Region III	St Mat	0	0	0	0	1
Adopt Region IV	Flor	6	1	1	0	28
Adopt Region V	Cola	0	0	1	0	0
Adopt Region VI	Char	0	0	0	0	1
Adopt Region VII	Cola	0	0	0	0	0
CSE-Leg, Char	Char	0	0	0	0	0
CSE-Leg, Flor	Flor	0	0	0	0	0
CSE-Leg, Grnv	Grnv	0	0	0	0	0
CSE-Leg, Horry	Horry	0	0	0	0	0
Flor-QC	Flor	1	1	1	2	1
Grnv-QC	Grnv	1	6	1	6	2
CDC Reg I	Char	0	0	0	0	0

MANUAL MEMO DISTRIBUTION
State Office

<u>UNIT</u>	<u>ROOM</u>	<u>15</u>	<u>16</u>	<u>17</u>	<u>18</u>	<u>19</u>
CDC Reg III	Grnv	0	0	0	0	0
CDC Reg IV	Flor	0	0	0	0	0
CDC Reg VI	Rk Hl	0	0	0	0	0
MTS-Aiken	Aiken	0	0	1	0	0
MTS-Anderson	Andsn	0	0	1	0	0
MTS-Bamberg	Bmbrg	0	0	1	0	0
MTS-Beaufort	Beaufort	0	0	1	0	0
MTS-Florence	Flor	0	0	1	0	0
MTS-Greenville	Grnv	0	0	1	0	0
MTS-Greenwood	Grwd	0	0	1	0	0
MTS-Horry	Myrtle	0	0	1	0	0
MTS-Low Country	Char	0	0	1	0	0
MTS-Midlands	Cola	0	0	0	0	1
MTS-Spartanburg	Spart	0	0	0	0	3
MTS-Sumter	Sum	0	0	0	0	0
MTS-Tri-City	Ben	0	0	1	0	0
MTS-York	Rk Hl	<u>1</u> 56	<u>1</u> 35	<u>1</u> 48	<u>1</u> 59	<u>5</u> 112

MANUAL MEMO DISTRIBUTION
County Offices

<u>COUNTY</u>	<u>NUMBER</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>
Abbeville	01	2	2	2	2	2	2	2
Aiken	02	11	2	5	40	10	12	7
Allendale	03	8	1	3	5	1	3	3
Anderson	04	1	26	16	58	11	18	5
Bamberg	05	8	2	8	8	8	5	8
Barnwell	06	13	13	15	13	15	11	6
Beaufort	07	4	19	7	17	10	15	7
Berkeley	08	6	25	10	50	9	30	6
Calhoun	09	5	3	4	7	4	5	3
Charleston	10	3	9	20	90	5	95	4
Cherokee	11	10	4	19	17	2	5	3
Chester	12	12	4	4	4	3	6	3
Chesterfield	13	8	4	11	15	6	13	8
Clarendon	14	1	2	5	9	2	10	2
Colleton	15	12	2	6	14	3	10	4
Darlington	16	26	5	9	22	9	13	5
Dillon	17	4	12	13	13	13	17	2
Dorchester	18	5	6	3	6	3	12	3

MANUAL MEMO DISTRIBUTION
County Offices

<u>COUNTY</u>	<u>NUMBER</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>
Edgefield	19	10	2	8	8	8	8	8
Fairfield	20	2	7	4	10	2	8	2
Florence	21	2	2	31	30	10	4	3
Georgetown	22	3	3	12	12	5	9	3
Greenville	23	9	11	18	46	25	56	2
Greenwood	24	8	8	5	15	5	24	8
Hampton	25	2	2	3	8	4	6	2
Horry	26	5	3	7	23	11	20	5
Jasper	27	11	3	7	8	7	10	7
Kershaw	28	2	3	5	13	2	7	2
Lancaster	29	12	2	4	7	2	9	3
Laurens	30	3	9	4	15	4	8	3
Lee	31	6	1	2	5	2	6	2
Lexington	32	4	10	14	47	7	42	4
McCormick	33	1	4	3	5	3	4	1
Marion	34	8	4	5	21	5	23	5
Marlboro	35	3	5	5	21	4	7	4
Newberry	36	8	8	8	12	9	15	8

MANUAL MEMO DISTRIBUTION
County Offices

<u>COUNTY</u>	<u>NUMBER</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>
Oconee	37	3	10	8	14	7	16	1
Orangeburg	38	13	2	10	37	10	30	5
Pickens	39	3	2	28	28	4	0	3
Richland	40	5	2	3	82	82	52	1
Saluda	41	5	4	11	11	5	13	3
Spartanburg	42	6	2	15	90	10	40	4
Sumter	43	6	9	6	37	5	19	3
Union	44	7	3	3	4	4	4	2
Williamsburg	45	2	0	2	7	2	9	1
York	46	<u>5</u>	<u>3</u>	<u>5</u>	<u>44</u>	<u>5</u>	<u>15</u>	<u>3</u>
		293	265	396	1050	365	746	179

MANUAL MEMO DISTRIBUTION
County Offices

<u>COUNTY</u>	<u>NUMBER</u>	<u>8</u>	<u>9</u>	<u>10</u>	<u>11</u>	<u>12</u>	<u>13</u>	<u>14</u>
Abbeville	01	2	5	2	2	2	2	2
Aiken	02	3	4	0	0	5	0	3
Allendale	03	2	2	3	4	3	4	2
Anderson	04	25	28	3	3	2	0	1
Bamberg	05	6	6	8	4	3	0	7
Barnwell	06	16	13	0	0	5	0	0
Beaufort	07	17	13	5	7	4	3	7
Berkeley	08	14	4	12	4	5	5	0
Calhoun	09	25	2	4	1	2	0	0
Charleston	10	20	96	5	10	8	12	1
Cherokee	11	4	52	19	2	6	2	5
Chester	12	7	12	3	4	10	3	20
Chesterfield	13	21	10	20	8	10	5	6
Clarendon	14	17	60	1	1	2	0	16
Colleton	15	4	2	4	4	13	3	21
Darlington	16	39	36	2	5	5	21	0
Dillon	17	9	9	2	2	2	2	7
Dorchester	18	10	10	20	5	5	6	10

MANUAL MEMO DISTRIBUTION
County Offices

<u>COUNTY</u>	<u>NUMBER</u>	<u>8</u>	<u>9</u>	<u>10</u>	<u>11</u>	<u>12</u>	<u>13</u>	<u>14</u>
Edgefield	19	15	15	2	2	8	8	8
Fairfield	20	6	6	0	2	2	2	0
Florence	21	3	1	8	6	7	2	4
Georgetown	22	5	5	12	5	10	5	5
Greenville	23	55	54	2	3	4	16	13
Greenwood	24	10	50	3	3	8	0	0
Hampton	25	1	6	4	2	1	1	2
Horry	26	24	24	15	4	3	0	4
Jasper	27	10	38	11	4	10	5	4
Kershaw	28	7	3	2	3	2	0	1
Lancaster	29	2	2	5	2	3	2	1
Laurens	30	10	60	2	4	4	4	15
Lee	31	8	4	2	2	2	2	2
Lexington	32	5	1	6	7	27	7	34
McCormick	33	3	2	1	1	1	1	5
Marion	34	21	13	0	16	5	0	0
Marlboro	35	30	30	3	3	6	0	3
Newberry	36	16	16	12	12	8	12	14

MANUAL MEMO DISTRIBUTION
County Offices

<u>COUNTY</u>	<u>NUMBER</u>	<u>8</u>	<u>9</u>	<u>10</u>	<u>11</u>	<u>12</u>	<u>13</u>	<u>14</u>
Oconee	37	10	27	5	1	2	0	0
Orangeburg	38	23	43	2	12	20	3	12
Pickens	39	35	2	28	4	10	0	0
Richland	40	90	116	0	31	79	4	0
Saluda	41	19	12	16	3	13	6	7
Spartanburg	42	30	5	2	4	4	0	0
Sumter	43	19	13	7	7	2	2	37
Union	44	2	3	3	2	1	0	3
Williamsburg	45	0	30	0	0	3	5	0
York	46	<u>16</u>	<u>28</u>	<u>4</u>	<u>4</u>	<u>8</u>	<u>5</u>	<u>16</u>
		716	973	270	215	345	160	298

MANUAL MEMO DISTRIBUTION
County Offices

<u>COUNTY</u>	<u>NUMBER</u>	<u>15</u>	<u>16</u>	<u>17</u>	<u>18</u>	<u>19</u>
Abbeville	01	2	2	2	2	2
Aiken	02	5	5	5	40	40
Allendale	03	3	3	5	4	15
Anderson	04	0	36	3	10	65
Bamberg	05	3	6	4	10	10
Barnwell	06	7	7	9	14	13
Beaufort	07	2	3	14	12	34
Berkeley	08	4	4	4	10	7
Calhoun	09	2	3	5	4	8
Charleston	10	2	5	16	56	90
Cherokee	11	5	3	2	26	10
Chester	12	8	4	3	10	17
Chesterfield	13	6	6	6	12	25
Clarendon	14	2	5	7	11	14
Colleton	15	3	4	6	13	10
Darlington	16	3	11	7	28	3
Dillon	17	2	9	8	13	13
Dorchester	18	5	5	21	25	30

MANUAL MEMO DISTRIBUTION
County Offices

<u>COUNTY</u>	<u>NUMBER</u>	<u>15</u>	<u>16</u>	<u>17</u>	<u>18</u>	<u>19</u>
Edgefield	19	3	3	3	8	8
Fairfield	20	0	2	2	10	10
Florence	21	3	4	3	7	27
Georgetown	22	5	3	2	7	25
Greenville	23	2	6	31	4	45
Greenwood	24	0	8	7	10	15
Hampton	25	2	2	3	3	8
Horry	26	5	5	5	7	10
Jasper	27	2	5	15	6	17
Kershaw	28	1	2	8	1	20
Lancaster	29	1	2	3	5	3
Laurens	30	3	3	5	8	13
Lee	31	2	2	5	2	4
Lexington	32	3	5	5	35	35
McCormick	33	1	3	4	5	5
Marion	34	0	2	11	10	24
Marlboro	35	3	3	5	30	21
Newberry	36	8	13	11	14	14

MANUAL MEMO DISTRIBUTION
 County Offices

<u>COUNTY</u>	<u>NUMBER</u>	<u>15</u>	<u>16</u>	<u>17</u>	<u>18</u>	<u>19</u>
Oconee	37	0	4	5	2	3
Orangeburg	38	0	6	19	6	36
Pickens	39	2	3	15	9	28
Richland	40	5	12	8	8	20
Saluda	41	5	6	4	6	15
Spartanburg	42	0	5	10	30	30
Sumter	43	2	3	13	37	37
Union	44	1	2	2	7	4
Williamsburg	45	0	2	1	14	2
York	46	<u>5</u>	<u>4</u>	<u>5</u>	<u>16</u>	<u>44</u>
		128	241	337	607	929

Background

Forms Automation Committee



Statewide Network - - Lotus Notes Infrastructure



Your E-Mail
on LNMAIL03



Agency Memos
on LNAPPS01



SCDSS E-News
on LNAPPS01

Information / Directive / Manual Memos

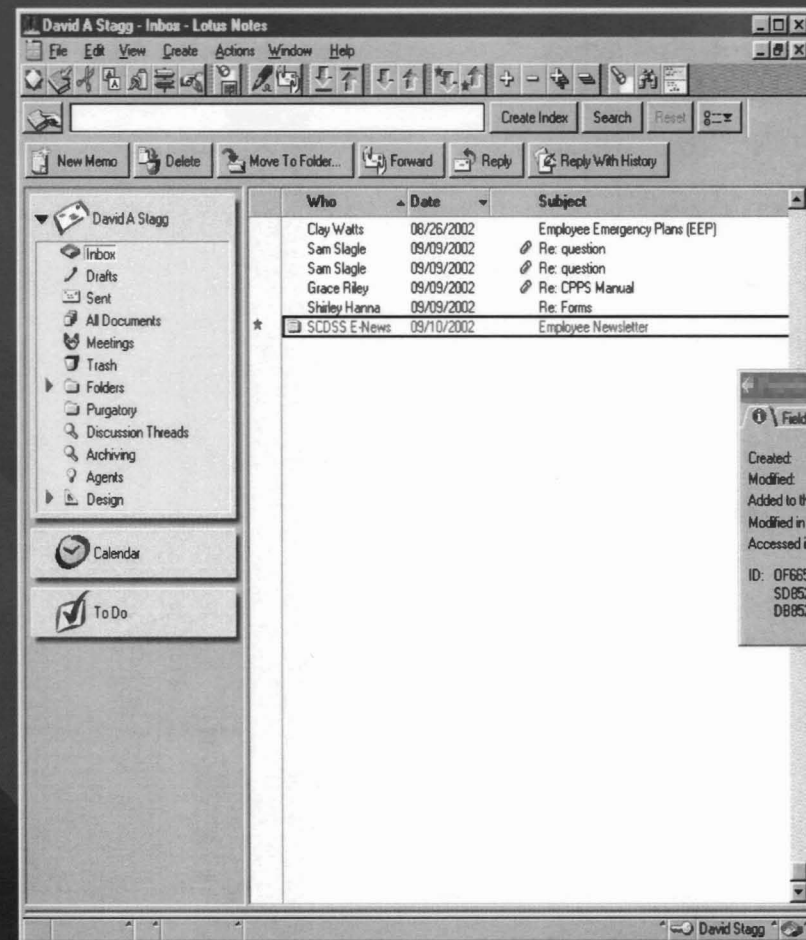
SCDSS E-News

General Announcements

... etc.

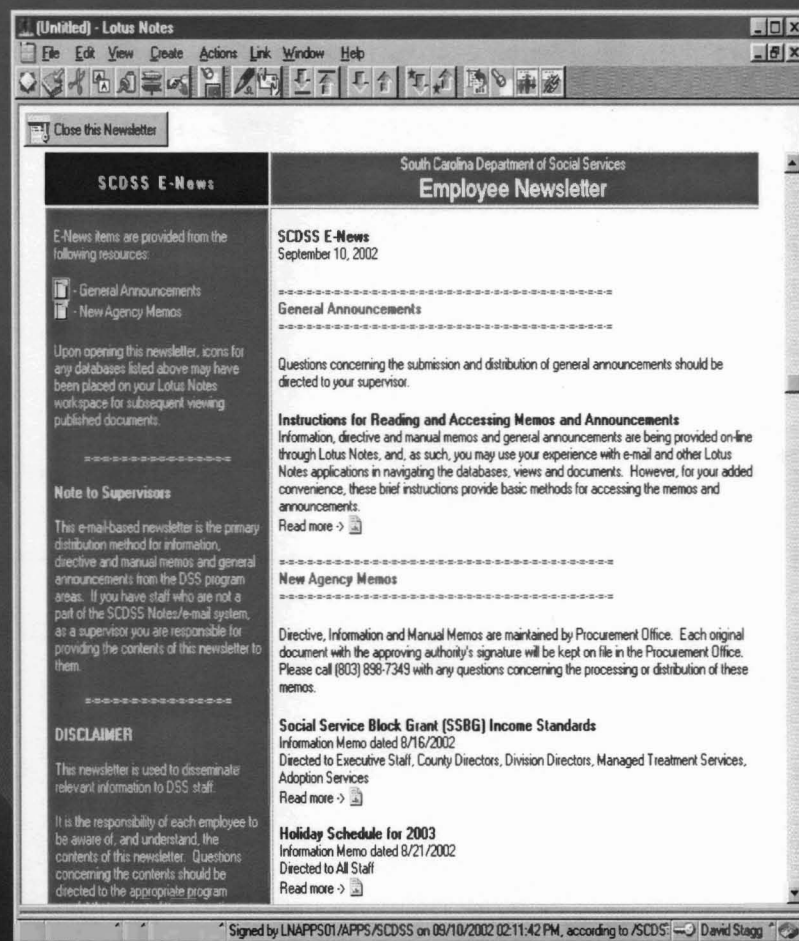
SCDSS E-News

- ⇒ E-mail-based newsletter delivered to your inbox (no need to go looking for new memos and announcements)
- ⇒ Scheduled delivery (daily – as needed)



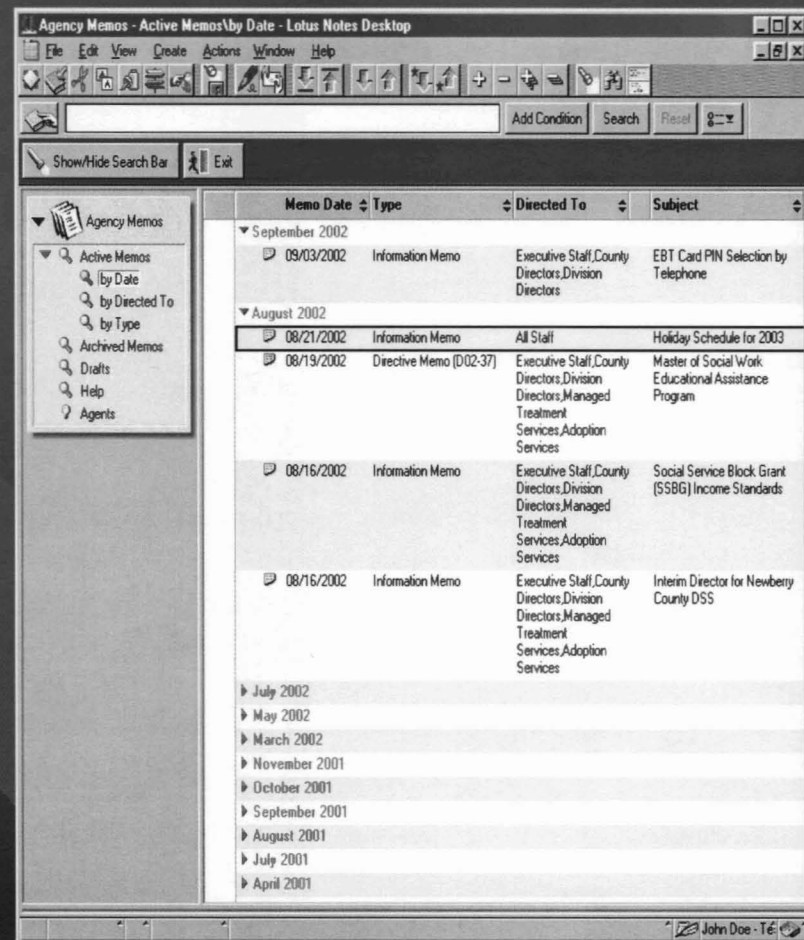
SCDSS E-News

- ⇒ List of Resources (not limited to memos and announcements)
- ⇒ Reminder to Supervisors
- ⇒ Responsibility Disclaimer
- ⇒ Summary of new memos, announcements, etc. with links to full document



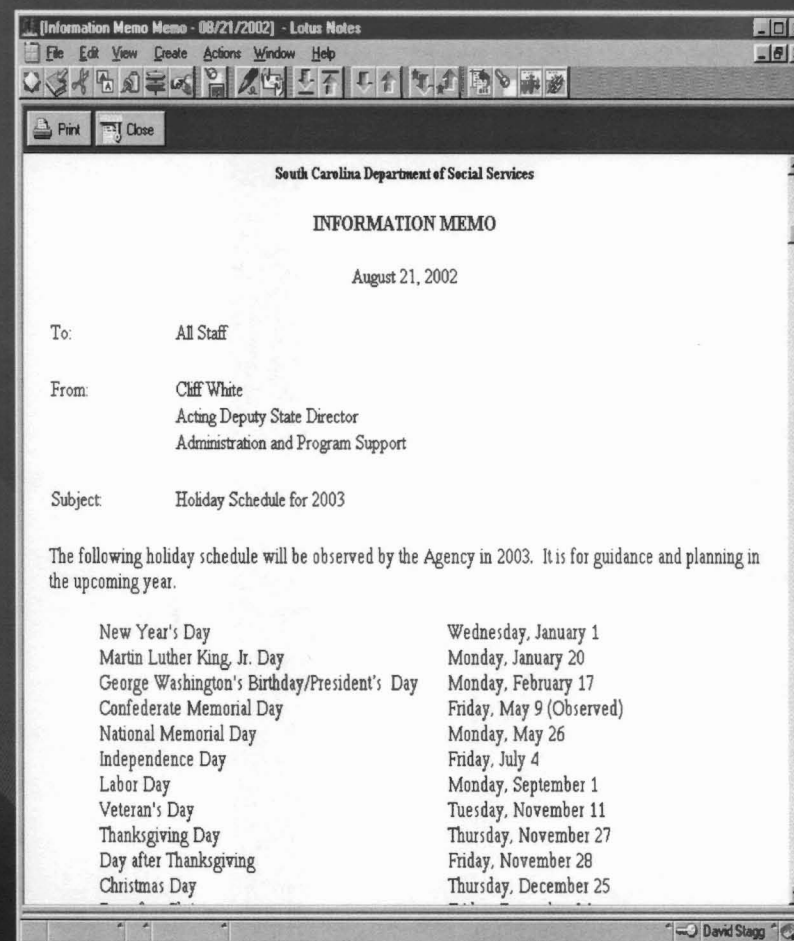
Information / Directive / Manual Memos

- ⇒ Familiar Look of E-mail
- ⇒ Sorted Views by Date, Directed To and Type



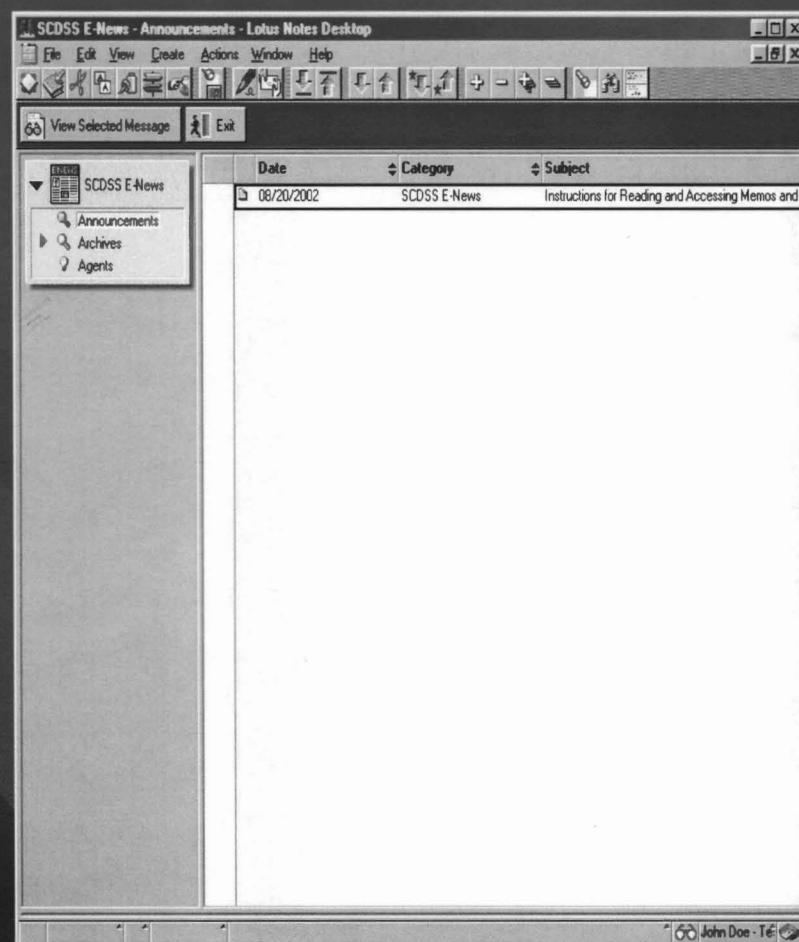
SCDSS E-News

Your basic memo (as linked from SCDSS E-News newsletter) ...



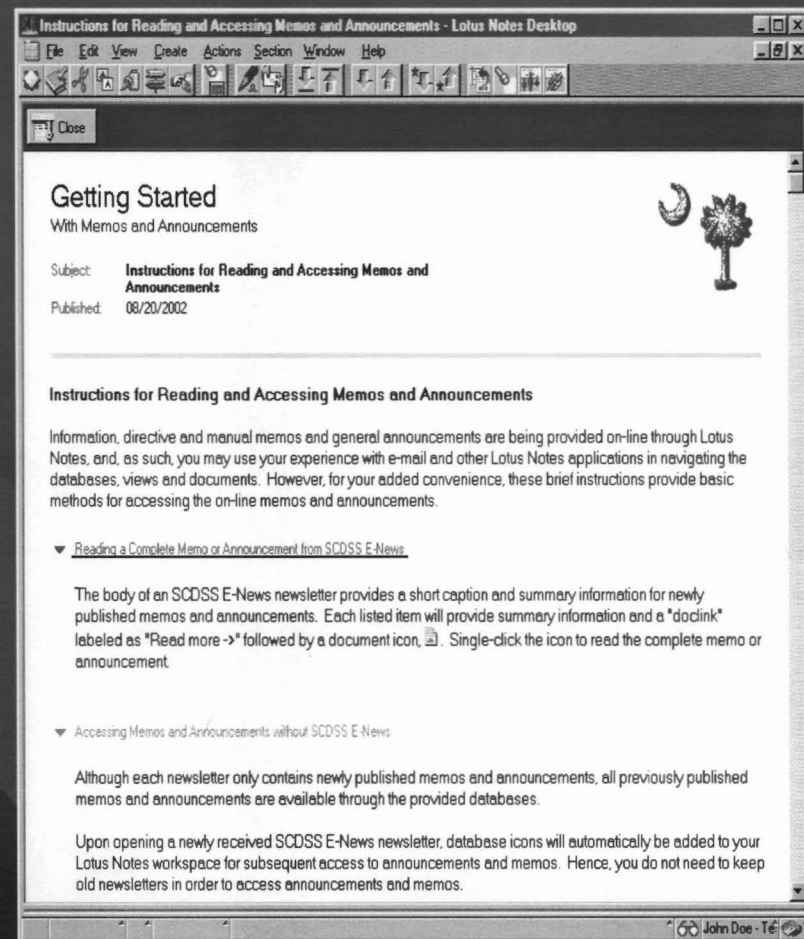
General Announcements

- ⇒ Network Messages and Helpful Hints and Tips
- ⇒ Publication Announcements
- ⇒ Miscellaneous Notices



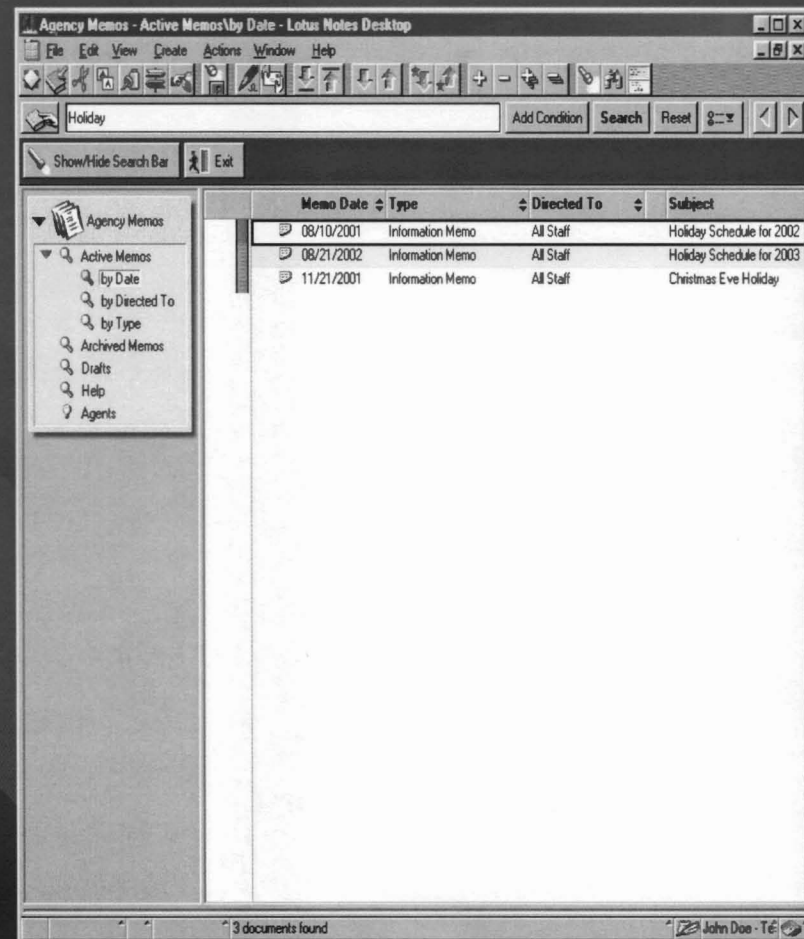
General Announcements

Your basic announcement ...



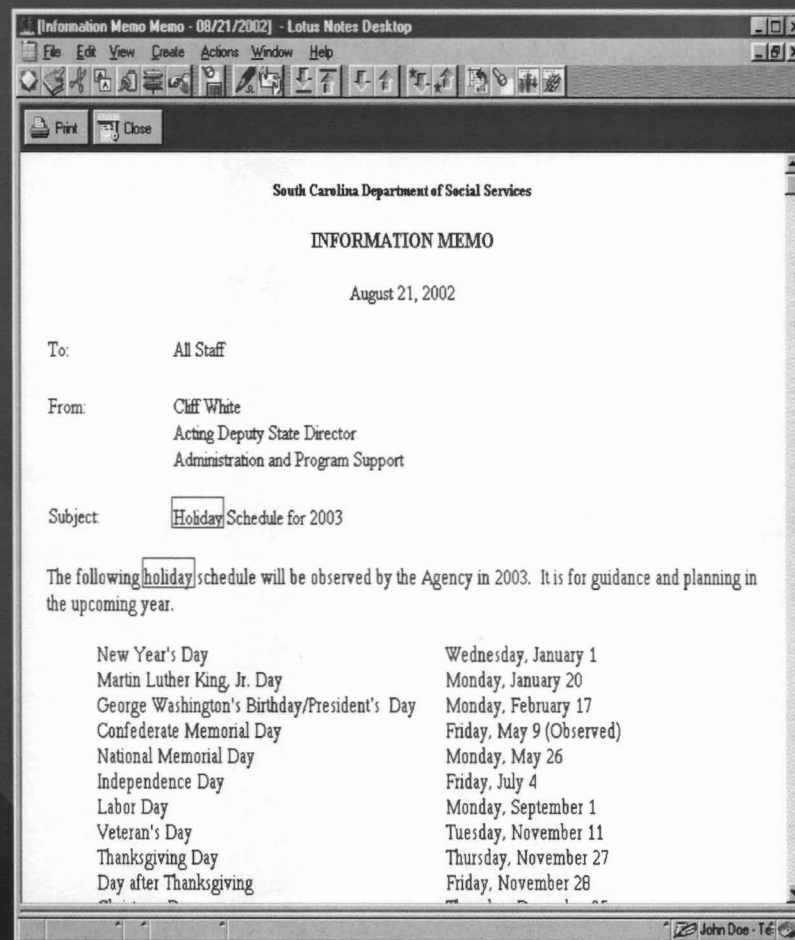
Information / Directive / Manual Memos

⇒ Dynamic Searching



Information / Directive / Manual Memos

Your basic memo with
searched words circled ...



Information / Directive / Manual Memos

Your basic memo ...

Can be printed and posted, as needed



Record copy kept on file by
Procurement Office

Information Memo Memo - 08/21/2002 - Lotus Notes

File Edit View Create Actions Window Help

Print Close

South Carolina Department of Social Services

INFORMATION MEMO

August 21, 2002

To: All Staff

From: Cliff White
Acting Deputy State Director
Administration and Program Support

Subject: Holiday Schedule for 2003

The following holiday schedule will be observed by the Agency in 2003. It is for guidance and planning in the upcoming year.

New Year's Day	Wednesday, January 1
Martin Luther King, Jr. Day	Monday, January 20
George Washington's Birthday/President's Day	Monday, February 17
Confederate Memorial Day	Friday, May 9 (Observed)
National Memorial Day	Monday, May 26
Independence Day	Friday, July 4
Labor Day	Monday, September 1
Veteran's Day	Tuesday, November 11
Thanksgiving Day	Thursday, November 27
Day after Thanksgiving	Friday, November 28
Christmas Day	Thursday, December 25

David Stagg

Welcome !**Note to Supervisors**

This e-mail-based newsletter will be the primary distribution method for information, directive and manual memos and other general announcements from the DSS program areas. If you have staff who are not a part of the SCDSS Notes/e-mail system, as a supervisor you will be responsible for providing the contents of this newsletter to them.

DISCLAIMER

It will be the responsibility of each employee to be aware of, and understand, the contents of this newsletter. Questions concerning the contents should be directed to the appropriate program area(s) that originated the information.

SCDSS E-News - Introductory Edition

August 13, 2002

Welcome to the Introductory Edition of SCDSS E-News !

This e-mail-based newsletter is being developed as a joint venture between the Procurement Office and the Office of Information Systems with the following goals:

- (1) To decrease costs associated with the distribution of information, directive and manual memos.
- (2) To provide an efficient, expedient manner in which relevant information is made available to all employees.

What It Is All About ...On-line Dissemination of Information, Directive and Manual Memos

In upcoming newsletters you will be notified that information, directive and manual memos are on-line with the following limitations:

- * All memos dated July 1, 2002, or later, will be immediately available.
- * Memos dated July 1, 2001 - June 30, 2002, will be "filled-in" as resources allow.
- * Memos dated earlier than July 2001 will likely not be made available on-line.

On-line memos may be viewed by date, directed to or type of memo. You will also be able to perform keyword searches to help you locate specific memos.

Also, memos that are addressed "To" employees in specific roles (such as Executive Staff, County Directors, Adoptions, etc.) will be available for all staff -- not only the staff to whom it is addressed. It will be your responsibility to read and understand the memos relevant to your job duties.

To alert you that there are new memos, the SCDSS E-News newsletter will be used to quickly provide summary information (and links for reading the complete memos) for new memos as they are published.

General Announcements

In addition to memos, the newsletter will contain general news and announcements that do not require the publishing of an information, directive or manual memo.

SCDSS E-News Schedule

This newsletter will tentatively be scheduled to run each weekday afternoon, but the priority and quantity of the information it contains will also be a determining factor.

South Carolina Department of Social Services

INFORMATION MEMO

September 19, 2002

To: All Staff

From: Cliff White
Acting Deputy State Director
Administration and Program Support

Subject: SCDSS E-News: The On-line System for Information, Directive and Manual Memos

The Procurement Office staff has partnered with the Office of Information Systems staff to develop an on-line newsletter, titled "E-News," that will be your source for information, directive and manual memos. This on-line system will replace the current work process in which paper copies of the memos are distributed to designated employees. In addition to the memos, the SCDSS E-News will contain general news and announcements that do not require the publishing of an information, directive or manual memo.

SCDSS E-News will be sent through Lotus Notes e-mail tentatively scheduled to be released each weekday afternoon; however, the priority status and quantity of the information that the newsletter contains will also be a determining factor. It will be your responsibility to routinely check your e-mail for the SCDSS E-News newsletter. Questions concerning the contents should be directed to the appropriate program area(s) that originated the information.

Instructions on how to read and access the memos and announcements have been included in this current SCDSS E-News General Announcements Section.

Refer questions concerning the processing of memos to the Procurement Office, (803) 898-7349, and technical questions to the OIS Help Desk, (803) 898-7328.

Getting Started

With Memos and Announcements

Subject: **Instructions for Reading and Accessing Memos and Announcements**


Published: 09/19/2002 01:52:00 PM



Instructions for Reading and Accessing Memos and Announcements

Information, directive and manual memos and general announcements are being provided on-line through Lotus Notes, and, as such, you may use your experience with e-mail and other Lotus Notes applications in navigating the databases, views and documents. However, for your added convenience, these brief instructions provide basic methods for accessing the on-line memos and announcements.


















Reading a Complete Memo or Announcement from SCDSS E-News

The body of an SCDSS E-News newsletter provides a short caption and summary information for newly published memos and announcements. Each listed item will provide summary information and a "doclink" labeled as "Read more ->" followed by a document icon, . Single-click the icon to read the complete memo or announcement.

Accessing Memos and Announcements without SCDSS E-News

Although each newsletter only contains newly published memos and announcements, all previously published memos and announcements are available through the provided databases.

Upon opening a newly received SCDSS E-News newsletter, database icons will automatically be added to your Lotus Notes workspace for subsequent access to announcements and memos. Hence, you do not need to keep old newsletters in order to access announcements and memos.

Database Icon	View/Folder List	Description of Views/Folders
 SCDSS E-News on LNAPPS01	 SCDSS E-News <ul style="list-style-type: none"> Announcements Archives<ul style="list-style-type: none"> Announcements Newsletters Agents	<u>Announcements</u> - current announcements. (Announcements will generally stay current for one month before they are moved to Archives.) <u>Archives</u> (you may need to single-click the triangle or "Archives" to expand the view list) <u>Announcements</u> - previous announcements. <u>Newsletters</u> - previously sent newsletters.
 Agency Memos on LNAPPS01	 Agency Memos <ul style="list-style-type: none"> Active Memos<ul style="list-style-type: none"> by Date by Directed To by Type Archived Memos Drafts Help Agents	<u>Active Memos</u> (you may need to single-click the triangle or "Active Memos" to expand the view list) <u>by Date</u> - Memos categorized by the month/date they are published. <u>by Directed To</u> - Memos categorized by the target audience. <u>by Type</u> - Memos categorized by type: Information, Directive or Manual. <u>Archived Memos</u> - Memos that are no longer deemed active (that is, containing currently relevant information), categorized by month/date. <u>Drafts</u> - Reserved for staff who draft, or have a role drafting,

information, directive or manual memos. Additional information will be provided for the drafting of memos at a later date.

Help - Miscellaneous help topics for utilizing the memos database.

To expand the categories in categorized views, double-click on the category title. For example, in the Memos database, to expand the list of memos for July 2002, double-click the category for July 2002 - that is, double-click on the triangle/twisty (▸) or the wording (July 2002). Likewise, double-clicking an expanded category will collapse the category - this will help preserve screen-space, preventing you from having to scroll through so much.

To open a specific memo or announcement from a view, double-click the memo/announcement.

Searching for Specific Memos in a View

When shown, the search bar will be at the top of the window, directly under the menu options (File, Edit, View, etc.) and/or the SmartIcons. Single-click the "Show/Hide Search Bar" button (or Edit->Search Bar or the binoculars SmartIcon) to display it if it is not already displayed.

Simple Search

Type a word or phrase, such as *Interim Director*, in the text box and single-click the "Search" button to the right.

Compound Search

Use "and" or "or" in your search to find combinations of words or phrases. For example, the search criteria *Interim and Director* will find memos where the words interim and director are found, but not necessarily together. Additionally, the search criteria *Interim or Director* will find memos where either word exists, but not necessarily both.

The view will then contain only documents that match your search criteria. (If no documents are found that match the search criteria, the view will not change and a message will be given in the status bar at the bottom of the window indicating "No matching documents were found.")

As you search for memos, note that only the current view is searched. If a memo is no longer active (that is, it has been moved to the Archive view), it will not be displayed in the search results for active memos (you will need to search the archives, separately). Also note, that if you perform a search and change views, the search will carry over to the new view. To cancel the search, click the "Reset" button to the right of the search bar.

Technical Considerations and Messages

Server not responding

If you receive a "Server not responding" message when attempting to access a memo (especially a new memo), please try again in about 15 minutes. This message could be caused by temporary overloads to the network as everyone attempts to access the same information at about the same time. If you have unsuccessfully tried to access the memos database at least 3 times over a 30 minute period, please contact the OIS Help Desk.

Document is not available or a message concerning access rights for a document

You may receive a message indicating that a document is no longer available or you do not have access rights for a specific memo. This could be due to a memo having been temporarily or permanently withdrawn from publishing for technical or policy reasons. If you require a memo that is no longer available, please contact the Procurement Office.

Customer Satisfaction Survey of the "SCDSS E-News" Exit this survey

1. Introduction

This is a customer satisfaction survey of the "SCDSS E-News" to determine perceptions and usefulness of the newsletter. Your participation is valuable to the continuation and improvement of this service.

Please take 15 minutes to complete this important survey. Your responses will be confidential and results will be reported in summary form.

Thank you for your valuable input.

Next >>

Customer Satisfaction Survey of the "SCDSS E-News" Exit this survey

2. Demographic Information

1. Are you a: (check one only)

- ☐ County Director
- ☐ Division Director
- ☐ Human Services Supervisor (Social Serv. Supv.I-V)
- ☐ Human Services Specialist
- ☐ Child Services Program Director/Supervisor/Coord.
- ☐ Child Services Coordinator I - IV
- ☐ Other (please specify) _____

2. Are you located at a:

- ☐ State Office
- ☐ County Office
- ☐ Regional Office

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Customer Satisfaction Survey of the "SCDSS E-News" Exit this survey

3. Usefulness

Please respond to the following questions about the "SCDSS E-News" usefulness.

3. Usefulness

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
I find the "SCDSS E-news" a positive communication tool for the Agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I find the layout of the "SCDSS E-News" user friendly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I find receiving the "SCDSS E-News" via email to be an efficient method of receiving information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Which General Announcements are you most likely to read? Please check all that apply.

- ☐ State Director
- ☐ General Counsel
- ☐ Human Resources
- ☐ Human Services
- ☐ Information Systems
- ☐ Press Releases
- ☐ Procurement
- ☐ Staff Development and Training
- ☐ DHHS Medicaid Bulletins

5. Please check which general announcements you find most useful for your job?

- ☐ State Director
- ☐ General Counsel
- ☐ Human Resources
- ☐ Human Services
- ☐ Information Systems
- ☐ Press Releases
- ☐ Procurement
- ☐ Staff Development and Training
- ☐ DHHS Medicaid Bulletins

6. Are there other areas of the Agency that you would find useful from which to have General Announcements? If so, please name the division from which you would like to start receiving general announcements.

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Next >>

Customer Satisfaction Survey of the "SCDSS E-News" Exit this survey

4. Content

Please answer the following questions as they relate to the content of the "SCDSS E-News"

7. Do you think there is:

- ☐ Too little information
- ☐ Just the right amount of information
- ☐ Too much information

8. Overall design

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
I like the overall design of the "SCDSS E-News".	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. What would you like to see added to the content of the "SCDSS E-News".

▲

▼

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Customer Satisfaction Survey of the "SCDSS E-News" Exit this survey

5. Functionality

Please answer the following questions based on the functionality of the "SCDSS E-News".

10. I print the memos: (Check all that apply)

- ☐ Every time
- ☐ Only when it directly relates to my job
- ☐ To post in the office
- ☐ Because it is easier to read on paper
- ☐ Other (please specify)

11. Memos/General Announcements that relate to my job.

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
I find it easy to identify memos/general announcements that pertain directly to my job duties.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Searching previous memos

	Sometimes	Often	Very Often	Not at All	Don't know how
I use the search function to locate previous memos.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. How often do you think the "SCDSS E-News" should be published?

- ☐ Once a day
- ☐ Once a week
- ☐ Once a month
- ☐ Quarterly
- ☐ Other (please specify)

14. Overall Rating of the "SCDSS E-News"

	Poor	Average	Good	Very Good	Excellent
Overall I would rate the "SCDSS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

E-News".

15. What do you like most about the "SCDSS E-News"?

16. What do you like least about "SCDSS E-News"?

<< Prev **Next >>**

Customer Satisfaction Survey of the "SCDSS E-News" Exit this survey

6. Thank You

Thank you for taking the time to complete this survey.

<< Prev **Done >>**



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Sunday, March 14, 2004

Welcome, William!

As a professional subscriber, we especially value your feedback. If you have a suggestion or complaint, feel free to **contact us**. Your professional subscription will be automatically renewed on Friday, March 12, 2004. To update or cancel your subscription, click the "My Account" button above.

Active Surveys:

Monthly Responses:

Open/Close	Survey Title (click to preview)	Date Created	Design	Collect	Options	Analyze	Clear	De
 Open	Customer Satisfaction Survey of the "SCDSS E-News"	2/12/2004				 314		
 Closed	Example Website Survey	2/12/2004				 2		

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S030 - Allendale	12
S031 - Allendale	3
S370 - Oconee	43
S410 - Saluda	19
S350 - Marlboro	35
S200 - Fairfield	24
S211 - Florence	87
S240 - Greenwood	34
S440 - Union	20
S020 - Aiken	66
S230 - Greenville	168
S401 - Richland	179
S051 - Bamberg MTS	12
S431 - Sumter MTS	8
S422 - Spartanburg MTS	10
S212 - Florence OCSE	20
S105 - Charleston OCSE	15
Micael Givens	1
Eva Gourdine	1
Ronnie Huffman	1
Wilbert Lewis	1
Linda S. Martin	1
Larry Mckeown	1
Lynn McLendon	1
Paul T. Moore	1
Robin Owens	1
Hazel Parker	1
Larry Poole	1
Johnny Strait	1
Mary Williams	1
Total Employees in County and Region Offices	768

GROUP: CPM Survey Group

Basics:

Group name: CPM Survey Group

Group type: Multi-purpose

Description:

Members:

- S030 - Allendale
- S031 - Allendale
- S370 - Oconee
- S410 - Saluda
- S350 - Marlboro
- S200 - Fairfield
- S211 - Florence
- S240 - Greenwood
- S440 - Union
- S020 - Aiken
- S230 - Greenville
- S401 - Richland
- S051 - Bamberg MTS
- S431 - Sumter MTS
- S422 - Spartanburg MTS
- S213 - Florence OCSE
- S105 - Charleston OCSE
- Michael Givens/USER/SCDSS
- Eva Gourdine/USER/SCDSS
- Ronnie Huffman/USER/SCDSS
- Wilbert Lewis/USER/SCDSS
- Linda S Martin/USER/SCDSS
- Larry McKeown/USER/SCDSS
- Lynn McLendon/USER/SCDSS
- Paul t. Moore/USER/SCDSS
- Robin Owens/USER/SCDSS
- Hazel Parker/USER/SCDSS
- Larry S Poole/USER/SCDSS
- Johnny Strait/USER/SCDSS
- Mary Williams/USER/SCDSS

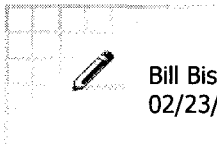
Administration

Owners: Bill Bishop/USER/SCDSS

Administrators: Bill Bishop/USER/SCDSS

Foreign directory Yes

sync allowed:



Bill Bishop
02/23/2004 08:10 AM

To: S030 - Allendale, S031 - Allendale, S370 - Oconee, S410 - Saluda, S350 - Marlboro, S200 - Fairfield, S211 - Florence, S240 - Greenwood, S440 - Union, S020 - Aiken, S230 - Greenville, S401 - Richland, S051 - Bamberg MTS, S431 - Sumter MTS, S422 - Spartanburg MTS, S213 - Florence OCSE, S105 - Charleston OCSE, Michael Givens/USER/SCDSS@SCDSS, Eva Gourdine/USER/SCDSS@SCDSS, Ronnie Huffman/USER/SCDSS@SCDSS, Wilbert Lewis/USER/SCDSS@SCDSS, Linda S Martin/USER/SCDSS@SCDSS, Larry McKeown/USER/SCDSS@SCDSS, Lynn McLendon/USER/SCDSS@SCDSS, Paul t. Moore/USER/SCDSS@SCDSS, Robin Owens/USER/SCDSS@SCDSS, Hazel Parker/USER/SCDSS@SCDSS, Larry S Poole/USER/SCDSS@SCDSS, Johnny Strait/USER/SCDSS@SCDSS, Mary Williams/USER/SCDSS@SCDSS

cc: Bill Bishop/USER/SCDSS@SCDSS

Subject: Customer Satisfaction Survey for SCDSS E-News

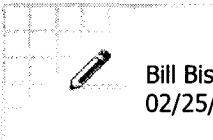
You have been selected to participate in a customer satisfaction survey of the "SCDSS E-News".

The "SCDSS E-News" was first introduced in the fall of 2002 and has grown over the last year. It is currently our main source of formal communication for the Agency delivering all of your Directive Memos and Information Memos, as well as General Announcements from certain Divisions of the Agency.

As a customer of the "SCDSS E-News" you play a very important role in the continuation and growth of this communication tool. I would appreciate your input by participating in a customer satisfaction survey, **please click here to participate in the survey.** Once you have clicked the link you will be directed to a website with simple questions that should take no more than 5 - 10 minutes to complete. The survey will be available through March 1, 2004. If you start the survey and you are unable to complete all the questions you can go back and finish at a later time through this email but, once the survey is completed you are not allowed to return.

Thank you for your participation,

Sincerely,
Bill Bishop,
Director of Procurement



Bill Bishop
02/25/2004 08:19 AM

To: S030 - Allendale, S031 - Allendale, S370 - Oconee, S410 - Saluda, S350 - Marlboro, S200 - Fairfield, S211 - Florence, S240 - Greenwood, S440 - Union, S020 - Aiken, S230 - Greenville, S401 - Richland, S051 - Bamberg MTS, S431 - Sumter MTS, S422 - Spartanburg MTS, S213 - Florence OCSE, S105 - Charleston OCSE, Michael Givens/USER/SCDSS@SCDSS, Eva Gourdine/USER/SCDSS@SCDSS, Ronnie Huffman/USER/SCDSS@SCDSS, Wilbert Lewis/USER/SCDSS@SCDSS, Linda S Martin/USER/SCDSS@SCDSS, Larry McKeown/USER/SCDSS@SCDSS, Lynn McLendon/USER/SCDSS@SCDSS, Paul t. Moore/USER/SCDSS@SCDSS, Robin Owens/USER/SCDSS@SCDSS, Hazel Parker/USER/SCDSS@SCDSS, Larry S Poole/USER/SCDSS@SCDSS, Johnny Strait/USER/SCDSS@SCDSS, Mary Williams/USER/SCDSS@SCDSS

cc:

Subject: Survey Reminder

Hello Everyone,

I want to thank everyone that has already completed the Customer Satisfaction Survey for the SCDSS E-News. The response so far has been great and the information I am gathering is very helpful. I plan on taking your responses and learn from them as well as share them with others that could benefit from your valuable opinion.

The survey does close on March 1, 2004 and after that date I will not be able to gather any responses. I hope to hear from all of you and I do appreciate your time.

To fill out the survey, **[please click here to participate in the survey.](#)**

Thank you again.

Bill Bishop

1. Are you a: (check one only)

	Response Percent	Response Total
County Director	1.3%	4
Division Director	3.6%	11
Human Services Supervisor (Social Serv. Supv.I-V)	15.9%	49
Human Services Specialist	41.4%	128
Child Services Program Director/Supervisor/Coord.	2.3%	7
Child Services Coordinator I - IV	1.9%	6
Other (please specify)	33.7%	104
Total Respondents		309
(skipped this question)		5

2. Are you located at a:

	Response Percent	Response Total
State Office	6.8%	21
County Office	87.7%	272
Regional Office	5.5%	17
Total Respondents		310
(skipped this question)		4

3. Usefulness

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Response Average
I find the "SCDSS E-news" a positive communication tool for the Agency.	0% (1)	2% (5)	4% (11)	56% (169)	38% (114)	4.30
I find the layout of the "SCDSS E-News user friendly.	0% (1)	1% (2)	5% (15)	62% (185)	31% (93)	4.24
I find receiving the "SCDSS E-News" via email to be an efficient method of receiving information.	1% (4)	1% (4)	4% (13)	48% (145)	45% (136)	4.34
Total Respondents						302

(skipped this question) 12

4. Which General Announcements are you most likely to read? Please check all that apply.

	Response Percent	Response Total
State Director	83.4%	251
General Counsel	43.2%	130
Human Resources	61.8%	186
Human Services	64.5%	194
Information Systems	52.8%	159
Press Releases	68.1%	205
Procurement	23.6%	71
Staff Development and Training	69.8%	210
DHHS Medicaid Bulletins	14.6%	44
Total Respondents		301
(skipped this question)		13

5. Please check which general announcements you find most useful for your job?

	Response Percent	Response Total
State Director	23.6%	70
General Counsel	2.4%	7
Human Resources	9.4%	28
Human Services	30.6%	91
Information Systems	10.4%	31
Press Releases	3.7%	11
Procurement	2%	6
Staff Development and Training	16.8%	50
DHHS Medicaid Bulletins	1%	3
Total Respondents		297
(skipped this question)		17

6. Are there other areas of the Agency that you would find useful from which to have General Announcements? If so, please name the division from which you would like to start receiving general announcements.

Total Respondents 48
(skipped this question) 266

7. Do you think there is:

	Response Percent	Response Total
Too little information	22%	64
Just the right amount of information	74.6%	217
Too much information	3.4%	10
Total Respondents		291
(skipped this question)		23

8. Overall design

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Response Average
I like the overall design of the "SCDSS E-News".	0% (1)	1% (3)	10% (29)	70% (206)	19% (57)	4.06
Total Respondents						296
(skipped this question)						18

9. What would you like to see added to the content of the "SCDSS E-News".

Total Respondents 81
(skipped this question) 233

10. I print the memos: (Check all that apply)

	Response Percent	Response Total
Every time	3.8%	11
Only when it directly relates to my job	82.1%	238
To post in the office	16.2%	47
Because it is easier to read on paper	10.7%	31
Other (please specify)	13.8%	40
Total Respondents		290
(skipped this question)		24

11. Memos/General Announcements that relate to my job.

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Response Average
I find it easy to identify memos/general announcements that pertain directly to my job duties.	1% (2)	8% (22)	11% (33)	62% (183)	18% (53)	3.90
Total Respondents						293
(skipped this question)						21

12. Searching previous memos

	Sometimes	Often	Very Often	Not at All	Don't know how	Response Average
I use the search function to locate previous memos.	43% (125)	14% (41)	7% (19)	25% (72)	12% (34)	2.48
Total Respondents						291
(skipped this question)						23

13. How often do you think the "SCDSS E-News" should be published?

	Response Percent	Response Total
Once a day 	24.8%	72
Once a week 	44.5%	129
Once a month 	13.1%	38
Quarterly 	3.1%	9
Other (please specify) 	14.5%	42
Total Respondents		290
(skipped this question)		24

14. Overall Rating of the "SCDSS E-News"

	Poor	Average	Good	Very Good	Excellent	Response Average
Overall I would rate the "SCDSS E-News".	0% (0)	9% (25)	35% (102)	44% (130)	13% (37)	3.61
Total Respondents						294
(skipped this question)						20

15. What do you like most about the "SCDSS E-News"?

Total Respondents	170
(skipped this question)	144

16. What do you like least about "SCDSS E-News"?

Total Respondents	101
(skipped this question)	213



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Are you a: (check one only)

- ☐ 1. Accounting Clerk/EBT Co-ordinator
- ☐ 2. selfsufficiency casemanager-fi
- ☐ 3. Clinical Service Coordinator
- ☐ 4. economic services specialist
- ☐ 5. clerical
- ☐ 6. Executive Support Specialist
- ☐ 7. assessment specialist
- ☐ 8. Economic Service Specialist
- ☐ 9. Program Information Coordinator
- ☐ 10. Family Independence Case Manager
- ☐ 11. admin. b
- ☐ 12. Economic Services Specialist II
- ☐ 13. Administrative Specialist (paralegal assistant)
- ☐ 14. family independence case mgr.
- ☐ 15. Human Resource Spec
- ☐ 16. Accounting Supervisor
- ☐ 17. Economic Services Specialist II
- ☐ 18. Attorney
- ☐ 19. Administration
- ☐ 20. Admin.
- ☐ 21. clerical
- ☐ 22. Economic Services Special II

- 23.** volunteer services coordinator
- 24.** Administrative Supervisor
- 25.** Clerical
- 26.** Administrative Specialist B
- 27.** Paralegal
- 28.** business manager
- 29.** Administrative Asst.
- 30.** fi casemanager
- 31.** Admin. Spec. II
- 32.** Paralegal
- 33.** Business Manager
- 34.** Data Coord. & Admin.
- 35.** clerical
- 36.** BUSINESS ASSOC. II
- 37.** Admin. Spec. C
- 38.** ADMINISTRATIVE SPECIALIST
- 39.** es specialist III
- 40.** Administrative Specialist II
- 41.** cps-secretary
- 42.** accounting tech
- 43.** Economic Services
- 44.** administrative
- 45.** Economi Service Specialist
- 46.** F.I. Casemanager
- 47.** ADMINSTRATIVE SPECIALIST II
- 48.** Claims Investigator
- 49.** program information coordinator I
- 50.** admin. asst. II
- 51.** Administrative Assistant
- 52.** Admin Specialist
- 53.** Economic Services Admin.
- 54.** social service aide
- 55.** economic services supervisor
- 56.** Accounting Tech
- 57.** Business Associate
- 58.** SS Aide
- 59.** CLAIMS INVESTIGATOR

- 60.** economic specialist
- 61.** Human Resource Manager
- 62.** ECONOMIC SERVICE SPECIALIST
- 63.** CPS Admin. Spec. B
- 64.** Administrative Specialist II in Human Services
- 65.** Admin Asst./Legal Dept.
- 66.** Moving Up Program Coordinator
- 67.** Food Stamp Eligibility Worker
- 68.** Economic Services Specialist II
- 69.** Family Independence Supervisor
- 70.** ADMINISTRATIVE SPECIALSIST B
- 71.** Executive Support Specialist
- 72.** admin sup
- 73.** Adim. Specialist II
- 74.** Paralegal
- 75.** supportive services specialist--fi
- 76.** Contract Specialist - MTS
- 77.** Program Manager, Wheels to Work
- 78.** attorney
- 79.** Economic Services Casemanager
- 80.** Human Services Consultant
- 81.** Administrative Assistant
- 82.** Administrative Assistant
- 83.** Workforce Consultant
- 84.** Clerical
- 85.** Admin. Support Supervisor
- 86.** Administrative Assistant
- 87.** County Office Employee
- 88.** Supply Specialist
- 89.** FI/FS Supervisor
- 90.** economic service II
- 91.** Career Consultant
- 92.** Lead Clinicial Specialist
- 93.** economics services
- 94.** BUSINESS MANAGER
- 95.** Acct. Tech. II
- 96.** Paralegal

- 97.** attorney
- 98.** administrative assistant (food stamps)
- 99.** business associate I
- 100.** Administrative Specialist
- 101.** MTS Service Coordinator
- 102.** Admin. Asst. II
- 103.** workforce consultant
- 104.** Attorney

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Are there other areas of the Agency that you would find useful from which to have General Announcements? If so, please name the division from which you would like to start receiving general announcements.

1. State Director
2. No comment
3. Coverage is adequate
4. program areas
5. child support services
6. Human Resources / referring to raises and benefit issues
7. state director
8. Let's share more of the "good news" regarding DSS employees and various initiatives.
9. n/a
10. N/A
11. Employment Unit- Vacancies
12. Family Independence and Family Nutrition Programs
13. State Director
14. Adoption Admin.Spec. Trainings
15. Legal
16. None that I can think of at this time.
17. state government
18. Adult services
19. human resources
20. Claims
21. DEHEC

- 22.** Foster Care
- 23.** dhec
- 24.** Put our Broadcasts on here
- 25.** Finance
- 26.** CLAIMS UNIT AT STATE OFFICE
- 27.** Family Independence/Food Nutrition
- 28.** none
- 29.** It would be nice to hear good news from other counties.
- 30.** all announcements
- 31.** child support
- 32.** This one would only let me check one box. The same boxes checked in #4 apply to #5
- 33.** No
- 34.** None
- 35.** Items that would in assisting us do our jobs - job specific information
- 36.** county operations
- 37.** House ways and Means, child support
- 38.** Budgets and Governmental Affairs (Teresa)
- 39.** Human Resources
- 40.** dss
- 41.** Foster Home Licensing
- 42.** Work Force and Moving Up/ERA Project
- 43.** Personnell changes-state office
- 44.** EBT, FINANCIAL, MONEYCOUNTS
- 45.** Economic Services
- 46.** budget development
- 47.** N/A
- 48.** --

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What would you like to see added to the content of the "SCDSS E-News".

1. provide the staff with changes that happens within the agency timesly such as changes in staff leaving or retiring,policy and procedure etc:
2. What's actually going on at the state office level. 2. Possibility for job promotions. 3. Oranizational changes, etc.
3. No comment.
4. to hear what the governer has to say about more moneys to help pay employees and set up programs to help our people here in america.
5. Currently, the coverage is adequate.
6. Not something added but I think that updates should come more regularly from the state director.
7. Memorandums sent to county directors/attorneys as related to legal in human services(cps, foster care, aps)
8. Nothing to add at this time.
9. Employee benefit updates
10. I can not thank of anything else that you can add. It gives me the information that I need and I am glad that we are communicating in this manner because it is so useful and it should save us money. If I want to refer back to one I don't have to be looking in my draw trying to figure out where I put it, I can just go to notes and locate the document
11. Sometimes short responses from other employees
12. Things happening with employees
13. ability to move the page with the stroll bar
14. employment opportunities
15. COUNTY INFORMATION.
16. Continued positive reinforcement for front line staff.
17. More encouragement to staff in hard times as these.
18. Let's use this forum to share more of the "good news" regarding DSS employees and the various services

and initiatives that are making a difference.

- 19.** I barely have time to read what I get. I have to just skim over and try to determine what is most important.
- 20.** It is fine as is
- 21.** Success and unsuccessful situations within our state agencies.
- 22.** DSS vacancy announcements
- 23.** A way to respond to some of the articles written in the News.
- 24.** More current updates on budgetary and personnel issues as it relates to continuing budget cuts.
- 25.** More news on the state of the agency.
- 26.** budget information
- 27.** I would like for the DPRM broadcasts to be added to eliminate having to monitor another screen.
- 28.** no comment
- 29.** Looks good to me now.
- 30.** Job openings!
- 31.** More of what other counties are doing, so we can better our own county.
- 32.** Nothing comes to mind.
- 33.** NEWS ABOUT INSURANCE ENROLLMENT PERIODS. IT SHOULD NOT TAKE THE PLACE OF THE ADVANTAGE, BUT COME AS A REMINDER OF SORTS ON WHAT TO EXPECT, DEADLINES, CHANGES...IT DOES AFTERALL IMPACT THE MAJORITY OF DSS EMPLOYEES
- 34.** Not sure at this time.
- 35.** I would like to see more information relating to specific programs. Foster Care used to get E-mails giving the occurring changes of the program, but no more. There is a lot of information that we never hear about.
- 36.** Access to the information forms that are in the adobe acrobat reader. The majority of the forms can not be typed in or copied to a disk to type on them.
- 37.** Some of the contents has to be read with acrobat and most of us do not have acrobat. We need acrobat or the information needs to be available in microsoft word, etc.
- 38.** I would like to see the number and percentage of children in foster care by age and number and percentage of children in foster care in grade school and college. Also, I would like to see a profile of maybe once a month on a child that is doing very well overall in foster care and a child that left foster care and has went on to become a productive citizen.
- 39.** nothing
- 40.** announcements of refugee groups coming to our area like the Bantu, number coming and county, and whether they have been tested for communicable diseases.
- 41.** s.c.s.e.a. information
- 42.** additional employee spotlights
- 43.** I think we should stop using the broadcasts system altogether and use SCDSS E-news instead.
- 44.** Personnel/job changes. I usually get this in a timely manner from Human Resources.
- 45.** Periodic reminders of Personnel Policies for all staff to review, (ex. leave policies, dress code, confidentiality, etc.)
- 46.** More information about the front line workers in DSS. more so positive news (the good things that are happening)
- 47.** NOTHING

- 48.** Haven't noticed anything else that is needed, as of yet.
- 49.** More employee recognitions.
- 50.** I would like to know what our government is doing to help DSS out, and their view point (with names of course.)
- 51.** I would like to see more training available for Economic Services, especially Family Independence.
- 52.** Nothing
- 53.** Positive thing happening to the agency, employees and the families we help.
- 54.** Nothing
- 55.** More information regarding the restructuring, cuts and what to expect.
- 56.** I would like to see more information on the state budget, and more detailed information on the pending changes within state government.
- 57.** More information on just what changes are either happening or are projected to occur.
- 58.** A monthly memo from state director and information from the House Ways and Means concerning budget, raises and deficit. Also, changes that the Federal Government will be implementing.
- 59.** I really haven't thought about that! However, I do like the letters from Ms. Aydlette. They make me feel as tho we are connected. The budget cuts have made it impossible to meet with co-workers in other counties to brain storm on ways to do our jobs. They have also made general living interesting since we were not overpaid to begin with. But it is nice to know that we have a caring director. I guess I am low maintenance - I do well with a bit of appreciation while I am trying to balance my budget while working harder than ever. But I DO like my job, and get wonderful warm fuzzies each time a customer finds a job! I am rambling. Bye!
- 60.** It would be useful to get a monthly or quaterly summary by program and by county of how we are doing in meeting various agency and program outcomes. Kind of an oveall "State of the Agency" It would help all of us focus as one agency on outcomes that need improvement.
- 61.** N/A
- 62.** Pictures and bios for all executive staff, articles for each division, legislative updates regarding state employees
- 63.** Pertinent Medicaid information as it affects foster children.
- 64.** job vacancies (areas of need) training which would lead to promotions or transfers retirement information
- 65.** Current employment information.
- 66.** N/A
- 67.** More information about the budget cuts.
- 68.** I would like to know who retires or leaves the agency at the state office level. Sometimes, most recently with the early retirement packages and RIF, the usual contact person will no longer be employed. It would be helpful to maybe get a list monthly or quarterly of who has left or retired. There may be some privacy issue that prevents this kind of info from being released. But if not, it would be helpful.
- 69.** General information relating to work force, job placement and training for DSS clients.
- 70.** For some reason, question 5 would only let me check one reponse, I would like to add Human Resources, SD&T, Press Releases, Information Systems
- 71.** More info from the children...foster children's opnions of being in care, etc.
- 72.** ANYTHING THAT WOULD HELP THE COMMUNICATION BETWEEN COUNTY AND STATE OFFICES. WITH ALL THE CHANGES THAT ARE ONGOING, IT IS NICE TO KEEP STAFF UP TO DATE ON CURRENT CHANGES WITHIN THE AGENCY REGARDING POLICY, GOVERNMENT RESTRUCTURING, ETC.
- 73.** more updates and information as it relates to the budget
- 74.** Pending legislation - Updates on any legislation having to do with DSS functions or personnel

- 75.** updates on the progress of the budget as well as any legislative actions affecting the agency.
- 76.** letters to the editors, questions, concerns, comments or complaints
- 77.** I feel that the content of the SCDSS E-News is adequate as is. However, I do feel that some of content is too lengthy.
- 78.** --
- 79.** Employee Recognition of awards received
- 80.** I would like the ability to reply to or question information contained in the E-News memos.

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Wednesday, March 03, 2004

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I print the memos: (Check all that apply)

1. never why use paper unnecessarily everyom=ne gets the same email
2. to use for future reference
3. only when I need it immediately in hard copy form
4. When it is information I want to share
5. if needed for later reference
6. Only if I need to, or planning to take home and read at my reading time
7. occasionally when needed
8. Occassionally, when I need to make future reference to the information.
9. To share with my staff.
10. save on drive
11. I dont
12. I don't print the memos
13. i donot print
14. or something that will be useful for my job.
15. When it relates to foster parents training
16. to give to those with dumb terminals so everyone in our area is informed
17. when i need to discuss it w/my co-worker
18. I have a worker who does not get memos, so I have to copy everything
19. When it is something that really interests me.
20. Very seldom
21. don't print
22. seldom

- 23.** to distribute to my employees who do not have access to email
- 24.** When I want to read it later, at home.
- 25.** important information to keep on record
- 26.** to discuss with other staff members
- 27.** when they relate to policy changes
- 28.** only if it is something that I might need to refer back to on a regular basis
- 29.** I do not print the memos
- 30.** I print them when I need to take them with me to a meeting. Like caseload size, etc. Only when I will need them away from my computer.
- 31.** There are several that I have to keep in books for my supervisor
- 32.** For Unit Members Who Do Not Have Access
- 33.** and I feel I need copy for reference
- 34.** To ensure the employees I supervise actually see and read the memos, therefore taking away the "I didn't see that" excuse.
- 35.** only for training announcements that I am eligible for
- 36.** only reference materials
- 37.** or when it is relevant to my job duties or job position
- 38.** Directive and Info Memos to file
- 39.** I don't print the memo's
- 40.** do not print them

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How often do you think the "SCDSS E-News" should be published?

1. I think that it should be published once a month. If there is something urgent that we should know right away, then send an urgent e-news message.
2. as significant changes are made
3. enough time for a worker to have to be able to put the information in the works, if needed.
4. As news is available, sometimes that would be once a day, sometimes more infrequently.
5. as information comes up that needs to be disseminated
6. As new information comes in and is needed to be circulated.
7. as necessary
8. As often as deemed necessary. Communication is very important, especially during challenging times.
9. To share with my staff.
10. unless other news is worthy- especially with the budget cuts
11. AS NEEDED BASIS
12. bi-weekly
13. AS NEEDED
14. Not sure.
15. At least once a week but some information needs to be given out to staff as soon as it becomes available.
16. WHEN NEEDED
17. as announcements come out
18. as new information is available
19. when needed or monthly
20. As you need to get information out
21. Only when something new to inform

- 22.** As Needed
- 23.** As needed
- 24.** as needed but at least a couple of times per week
- 25.** it depends on the urgency of the information
- 26.** as often as needed- maybe every other day or daily if something new comes up
- 27.** once a week unless it is from the director
- 28.** as needed
- 29.** Whenever information needs to be related to staff.
- 30.** When needed. If we have something important it needs to go out as soon as possible, but if there is nothing to report it would not make sense to do it daily or weekly.
- 31.** Whenever there is news to publish!
- 32.** Bi-Monthly
- 33.** As often as decisions are made that effect employees
- 34.** as needed
- 35.** when info comes available
- 36.** as needed
- 37.** twice per week
- 38.** it doesn't mttter how often
- 39.** as needed, when there is new information to be related
- 40.** as needed
- 41.** Whenever information is forthcoming
- 42.** Everytime new information is added

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What do you like most about the "SCDSS E-News"?

1. information provided
2. current up to date info
3. Current news without paper
4. undecided
5. Hearing from the State Director
6. EASY ACCESS
7. Easily assessible information relating to the agency
8. Accessibility.
9. good information and up to date
10. allows for instant access to what's going on
11. its frequency
12. email delivery is convenient
13. email access
14. It keeps us informed of what is going on within the agency
15. hear about different countys
16. easy access, current information and less paper
17. It keeps us up todate.
18. I believe it's very informative
19. The immediate access
20. Convience in getting it to everyone
21. you can view it at your convenience, you can delete if it is not beneficial to you, and you can save imporant items to a folder.

- 22.** Getting info about other counties.
- 23.** very one gets the information first hand
- 24.** Receive information quicker
- 25.** The timeliness of receiving information
- 26.** easy access
- 27.** informative "now"
- 28.** info from the state director
- 29.** receiving the news directley.
- 30.** informative
- 31.** that it is informative
- 32.** training announcements
- 33.** promptness of information
- 34.** immediate assess to information
- 35.** LETTER FROM STATE DIR.
- 36.** Info. from the State Director
- 37.** It is a better way of communicating than sending memos
- 38.** Personal communication from the State Director and timely information.
- 39.** Information is timely.
- 40.** It keeps us up to date.
- 41.** The Information
- 42.** Good info
- 43.** We are able to receive information timely
- 44.** It keeps the employees informed to some of the information of the state government.
- 45.** comprehensive
- 46.** It's a fast way to get important information out to staff
- 47.** some new that applies to my job
- 48.** hearing the news directly from the state director
- 49.** The timeliness of the information
- 50.** Range of issues addressed
- 51.** Not having a bunch of papers to have to file
- 52.** easy to read format
- 53.** general info.
- 54.** information is received timely
- 55.** no opinion
- 56.** The accessibility to the memos and directives.
- 57.** timeliness
- 58.** Information recieved

- 59.** Timeliness
- 60.** That it comes to everyone via email
- 61.** accessibility to all staff at the same time
- 62.** it's comprehensive
- 63.** Current information
- 64.** information from director
- 65.** I am relatively ambivalent about the News.
- 66.** easy to locate information I need to read
- 67.** easy to use and read
- 68.** CONVENIENT/REDUCES PAPER CLUTTER/NO MORE COPYING FOR EVERYONE THAT NEEDS TO SEE INFO.
- 69.** keeps employees up to date
- 70.** Information of changes that affect my job and my money directly.
- 71.** Easy access
- 72.** announcements
- 73.** It is just a mouse click away.
- 74.** that it appears on email
- 75.** I get the news when it happens, not 3 days later.
- 76.** information
- 77.** being informed
- 78.** the information
- 79.** it keeps me informed about policy changes
- 80.** Choose to read it when I have time
- 81.** current info
- 82.** Keeps me up to date on changes
- 83.** keep up with what going on in the agency.
- 84.** Less paper
- 85.** The frequency and the fact that they are ususally short.
- 86.** director's comments
- 87.** KEEPS US BETTER INFORMED AS TO WHAT IS GOING ON ALL OVER THE STATE.
- 88.** the fact that we have a director who is willing to share information with not just the directors and supervisors but with all of the people
- 89.** VERY INFORMATIVE
- 90.** communication
- 91.** being able to retrieve old memos
- 92.** It is emailed and there is a record on the PC.
- 93.** It's easy to know it the info pertains to my program area
- 94.** Getting information quickly and no though a lot of people. Really like getting the memos from the State Director. Makes the county workers feel that they are part of the agency.

- 95.** everything
- 96.** Receiving up to date information and hearing about other parts of the agency.
- 97.** direct access to information
- 98.** general update of whole agency
- 99.** Finding out about changes in the agency.
- 100.** No extra paper on my desk
- 101.** receive important information
- 102.** frequency
- 103.** it allows access to information from your desk
- 104.** It's available to everyone
- 105.** easy access
- 106.** easy to use, everyone gets a copy
- 107.** N/A
- 108.** Updates from the director
- 109.** currency of the events
- 110.** The method of communication
- 111.** updates on programs
- 112.** provides timely information
- 113.** informative
- 114.** Updates from the State Director and policy updates are easily accessible.
- 115.** Memos from the State Director
- 116.** Ease of using
- 117.** Kim's Memos
- 118.** The convenience.
- 119.** keeps me informed of events
- 120.** updates are more accessible to me!
- 121.** Received information that was previously not available.
- 122.** training announcements
- 123.** That I can find memos, announcements, etc. easily without having to keep track of a paper file. That I don't have to figure out from the large batches of paper mail that I receive.
- 124.** Convenience. I can read it when I have time.
- 125.** Informative information
- 126.** Getting training announcements, etc. timely
- 127.** getting the correct news from the source
- 128.** Everyone gets the same information at the same time
- 129.** It is informative and the new releases are timely
- 130.** N/A

- 131.** The fact that we have a newsletter.
- 132.** Communication from our State Director
- 133.** quick access to information
- 134.** helps keep us informed
- 135.** It contains current information.
- 136.** easy access
- 137.** someone in authority knows i'm out here, and cares
- 138.** not having to wait for the information to pass thru the chain of command
- 139.** Training Announcements
- 140.** less paper to file
- 141.** paperless, can search prev memos when necessary w/o having to worry about keeping up with them
- 142.** Keeping staff updated on news.
- 143.** Prompt information
- 144.** Employee has access to the agency news as faster and in the county that important because it keeps hearsay or rumors away.
- 145.** the state director memos
- 146.** GOOD COMMUNICATION TOOL
- 147.** frequency
- 148.** It's informative.
- 149.** I get the information when everyone else does.
- 150.** I can read it when I want and keep a copy without a lot of paper clutter.
- 151.** communication
- 152.** Rapid dispersment of information
- 153.** accessibility and ease of storage
- 154.** That it is available on e-mail.
- 155.** agency news
- 156.** information
- 157.** THE DIRECTIVE AND INFORMATION MEMOS
- 158.** current information
- 159.** More efficient, less paper
- 160.** Updates and changes to training events
- 161.** fast and easy
- 162.** E-mail is accessible to all.
- 163.** cost-efficient to disseminate information to staff
- 164.** readily accessible to workers
- 165.** Receiving information timely. It used to take several days to get to the counties
- 166.** immediate availability

167. It's to the point. Not excessive

168. very informative

169. Employee Issues

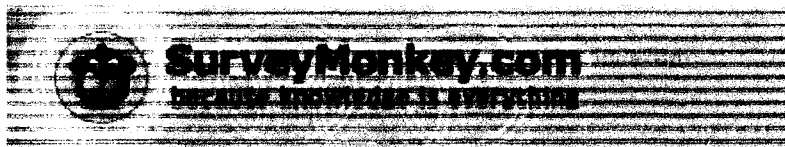
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What do you like least about "SCDSS E-News"?

1. things that does not pertain directly to me.
2. info that is not related to my interest
3. nothing at all
4. undecided
5. rattaliong about nothing
6. No comment.
7. receiving Medicaid info
8. Medicaid bulletins
9. there are too many per week
10. receiving it more than once a week
11. none
12. too often, monthy or bi weekly preferred
13. I enjoy reading all information whether it pertain to me or not.
14. I have no particular dislikes
15. Nothing at this time.
16. N/A
17. nothing
18. when I don't have time to get to it.
19. e-mail format - hard for me to read sometimes
20. no comments at this time.
21. no information on employee raises or benefits
22. all information is not relative to my program

- 23.** nothing that I can think of
- 24.** TOO SHORT
- 25.** undecided
- 26.** not enough training for Admin.
- 27.** Having to scan items to determine their relevance to my program area.
- 28.** That often the news may not pertain to me and we get sveral during the we. I don't see a way of avoiding this however. I can live with it.
- 29.** not anything at this point.
- 30.** Can't access it when the servers are down in my county and people who don't have PC's can't acces it at all
- 31.** oriented towards new in Columbia area
- 32.** I receive it too often
- 33.** not enough info re: human services
- 34.** n/a
- 35.** no opinion
- 36.** I don't have any dislikes about the system.
- 37.** N/A
- 38.** It
- 39.** That it comes too often via email.
- 40.** Sent too often
- 41.** LIKE IT ALL "SHOULD GIVE "AT A BOY" TO WHOMEVER CAME UP WITH THE IDEA
- 42.** none
- 43.** more info.in the area where I work.
- 44.** there is nothing in it about how to access the adobe acrobat reader.
- 45.** nothing my general impression is that it is overall a positive way to get information out to a large number of people efficiently.
- 46.** No comment
- 47.** na
- 48.** need button to press to take you instantly to state map which has county codes on it
- 49.** nothing
- 50.** another e-mail to open
- 51.** looking up prior memos, they are not easy to locate, is there a subject index available, etc.
- 52.** N/A
- 53.** Haven't found anything I don't like
- 54.** too many to search through
- 55.** Nothing
- 56.** print too small
- 57.** The medicaid memos since they do not apply to me and my job

- 58.** nothing
- 59.** too much personal info. about employees
- 60.** Most of the training announced is related to Human Services, not Economic Services.
- 61.** Having to delete other divisions reports
- 62.** that Lotus Notes will not allow you to click on attachments to open them. You have to save them or "launch" them.
- 63.** there have been times when employee related information was in the news before being known to staff
- 64.** It comes everyday
- 65.** N/A
- 66.** the fact that there is a new one everytime you turn around
- 67.** recieving it more than once a day
- 68.** Lack of ability for response/questions concerning the information
- 69.** press release
- 70.** nothing
- 71.** A lot of the news and information is not directly applicable to my job.
- 72.** Stats on TANF and foodstamps
- 73.** Non-needed information
- 74.** Nothing.
- 75.** medicaid bulletins
- 76.** Medicaid Bulletins
- 77.** medicaid news
- 78.** That I sometimes have to go all the way into a document before I know if it applies to me.
- 79.** Nothing, really. It is a good idea.
- 80.** When there is nothing that pertains to my job area
- 81.** medicaid bulletins
- 82.** N/A
- 83.** Content
- 84.** None
- 85.** NA
- 86.** sometime the format
- 87.** sometimes, a section won't open right away
- 88.** Things that are non-work related
- 89.** SD&T announcements
- 90.** Need more info on work force, job placements and training for DSS clients.
- 91.** medicaid memos
- 92.** CAN
- 93.** Memos intended for the whole agency need to be "starred or flagged".

- 94.** Cannot research previous news easily
- 95.** nothing
- 96.** Receive too often, weekly would be more reasonable.
- 97.** N/A
- 98.** nothing
- 99.** Medicaid bulletins--why do them?
- 100.** Medicaid bulletins do not apply to me
- 101.** Medicaid Issues

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